GALLUP

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SURVEY OF PUBLIC OPINION OF THE U.S. POPULATION WORKING RIGHTS

Submitted to:

CELESTE RICHIE

Chief Evaluation Office
Office of Assistant Secretary for Policy Department of Labor

200 Constitution Avenue NW
Room S2218
Washington, DC 20210
t 202.693.5076
richie.celeste.j@dol.gov

Submitted by:

Gallup, Inc.

901 F Street NW
Washington, D.C. 20004
t 202.715.3030

NATIONAL OVERVIEW OF WRAAK

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DATA ANALYSIS

All of the data in the report was analyzed using SPSS Survey Reporter. Comparisons between demographic groups and between categories were computed at a 95% confidence interval. All statistically referenced differences are statistically significant at the $p<.05$ level. All whole percentages were rounded up. All results reflect correlated relationships and should not be interpreted as causality.

DESCRIPTION OF TERMS USED

***ACCESS**:* Access was used to describe the worker's ability to readily get information on health and safety protections and wage and hour provisions from their employer or some other source. It was assessed by examining the worker's reported access to employer-provided resources as well as alternate mechanisms and sources of information other than those provided by an employer.

EDUCATION: Education was used to describe the role and frequency of employer-provided education to workers on their protections against health and safety risks and provisions for wages and hours. This measure was based on self-reported responses on whether an employer is providing education *on a regular basis*, an *as needed basis*, *only when a new employee is trained*, or *not at all*.

EDUCATION LEVEL: This is the respondent's self-reported highest level of educational attainment (i.e., high school diploma, college degree, etc.).

EXPERIENCE: Experience with a health and safety risk or wage and hour violation was determined by an individual worker's self-reported experience with specific health and safety risks and wage and hour violations regardless of whether that violation happened to them personally or if they knew of it happening to someone else.

FORMAL REPORTING: Reporting was determined based on whether or not the respondent indicated he or she reported his or her experience with the workplace violation to a supervisor, employer, or some other entity with the authority to do something about it (i.e., OSHA, WHD, or State/Federal Government). This was based on those who first indicated they had an experience with a violation regardless of whether that violation occurred to them or someone they knew.

LIKELY TO REPORT: An individual worker's likelihood to report a health and safety or wage and hour violation in the future was measured using a series of scenarios and asking the worker on a 5-point scale how likely to he or she would be to raise a concern about the health and safety or wage and hour problem. Those who reported a "5" on all the scenarios were grouped and classified as those most likely to report or "extreme likelihood of reporting."

MANAGEMENT: This term was used to classify all individuals who self-reported they were either in lower, middle, or upper management roles where they work.

NON-MANAGEMENT: This term was used to classify all individuals who self-reported they were not in a management role where they work.

OSHA PRIORITY WORKPLACES: This is comprised of workers who indicated they work in environments where:

1. There are chemicals, dust or hazardous materials
2. There are employees who regularly work from heights or on ladders
3. There are employees who regularly work around equipment or machinery with moving parts.

WHD PRIORITY INDUSTRY*:* WHD's priority industries are industries that have historically high non-compliance rates.

WORK: This term was used to classify what sector a respondent worked in. This was based on an individual's self-reported sector among Federal government, State government, private sector, non-profit, or other sector. For analysis, Federal and State sectors were compressed into one category as well as those listed as non-profit or other.

WORK TYPE: The following industries were groups and classified as follows:

CLASSIFICATION	INDUSTRIES
Blue Collar	Automotive/Mechanic; Armed Forces, Firefighter/Police officer; Agriculture/Forestry/Fishing and Hunting; Mining, Quarrying, and Oil and Gas Extraction; Utilities; Construction; Manufacturing; Transportation and Warehousing; Healthcare and Social Assistance; Accommodation and Food Services
White Collar	Legal professional/Lawyer/Judge; Wholesale Trade; Retail Trade; Information; Finance and Insurance; Real Estate and Rental and Leasing; Professional, Scientific, and Technical Services; Management of Companies and Enterprises; Administrative and Support and Waste Management and Remediation Services; Educational Services; Arts, Entertainment, and Recreation; Other Services; Public Administration

1.0 WRAAK EXECUTIVE SUMMARY

INTRODUCTION

The WRAAK Index measures the rights of the U.S. working population through a new research study highlighting the Department of Labor's (DOL) outcome of "Worker's Rights: Access, Assertion, and Knowledge", or WRAAK. The WRAAK index is a validated metric that gauges the level of a worker's ability to raise a concern about his or her rights in the workplace without fear of recrimination. This measure tells us that nearly one-third of the working population has low WRAAK. This indicates that they lack both confidence in their own ability to exercise their worker rights and their employers' efforts to protect those rights. Although this is a wide-ranging issue, with populations of low WRAAK evident in all demographic groups and across industries, findings suggest that there is much to build on. Nearly one-quarter of the working population have high WRAAK—higher among those who receive education from their employers.

Employees can use WRAAK findings to compare themselves against their demographic and industry peer groups. The U.S. working population can learn what reasonable expectations they can and should have of themselves and their employers to be empowered in their workplaces. In the course of this research, we learned that employees with more education, training, and access to information on their rights as workers have higher WRAAK. Higher WRAAK is correlated with an overall better work environment—specifically with employee retention, satisfaction with employers, and perceptions of employers as trustworthy.

Employers can use WRAAK findings to compare their workplaces against national averages and industries. They can use these scores to determine what issues exist in their workplaces and where to devote resources to improve employee WRAAK. Employers want employees with high WRAAK, because those employees are more responsible, more likely to report potential Occupational Safety and Health Administration (OSHA) and Wage and Hour Division (WHD) concerns, and they help keep the workplace safe and productive. Workers with high WRAAK are also more likely to plan to stay with their employers, increasing retention and reducing employer costs.

The DOL can use WRAAK to gauge and evaluate the effects of worker rights related to outreach and education efforts, rank workplaces and industries, as well as use it to help determine where the department can target its limited resources.

The study provides findings from a nationally representative 2013 survey that focused on overall workers' education, experiences in the workplace, workplace environment, and issues specific to DOL OSHA and WHD. The study population was randomly assigned to answer overall questions and either the OSHA module of items or the WHD module of items. Special populations of minority women were oversampled to allow for additional analyses.

WRAAK INDEX

Construction. The WRAAK index is made up of two subindices. The first sub-index is *perceived individual WRAAK*. For these items, respondents reported on their own roles in WRAAK. The second sub-index is *perceived workplace WRAAK*. This index includes items on which respondents reported on their perception of their employers' support for their WRAAK. Each sub-index is weighted equally. Although measuring similar constructs, the sub-index items best sorted into separate measures with Cronbach's Alpha's of 0.81 for perceived individual WRAAK and 0.78 for perceived workplace WRAAK. Items omitted from the indices did not aid in defining the concepts of perceived individual and perceived workplace WRAAK.

Perceived individual WRAAK. Eight items are used in the perceived individual WRAAK index. A positive response to each item increases a worker's perceived individual WRAAK measure, yielding a range of scores from 0 (responding negatively to all eight items) to 100 (responding positively to all eight items). In total, 26% of the

population was categorized as having low perceived individual WRAAK, 36% as having medium perceived individual WRAAK, and 38% as having high perceived individual WRAAK.

Perceived workplace WRAAK. Five items are used in the perceived workplace WRAAK index. A positive response to each item increases an individual's perceived workplace WRAAK measure, yielding a range of scores from 0 (responding negatively to all five items) to 100 (responding positively to all five items). In total, 23% of the population was categorized as having low perceived workplace WRAAK, 51% as having medium perceived workplace WRAAK, and 27% as having high perceived workplace WRAAK.

Combined overall WRAAK. WRAAK is calculated by combining the categories (not total numeric score) of the perceived individual WRAAK sub-index and the perceived workplace WRAAK sub-index. The overall index is created by examining each sub-index classification (high, medium, and low) and then combining them into four overall classifications (high, medium high, medium, and low). The low overall WRAAK category includes individuals who scored low on both subindices, or scored low on one sub-index and medium on the other sub-index—32% of the working population. The medium overall WRAAK category includes individuals who scored medium on both subindices, or who scored high on one sub-index and low on the other sub-index—28% of the working population. The medium high overall WRAAK category includes individuals who scored high on one sub-index and medium on the other sub-index—17% of the population. The high overall WRAAK category includes individuals who scored high on both subindices—24% of the population.

Index validation. Decision tree analysis provided a graphical classification model that was used for validating categories. The model classified cases into groups based on predicted values of the dependent (target) and independent (predictor) variables. This analysis yielded three groups (high, medium, and low) for perceived individual WRAAK and perceived workplace WRAAK. The categories were further validated by statistically comparing the individual scores for each sub-index against three outcome measures and using statistical differences between scores to determine cut points for each category. To provide face validity for the subindices, each was compared against expected outcome measures. Satisfaction with one's employer was strongly correlated with high levels of WRAAK. Both perceived individual and perceived workplace WRAAK were connected with greater levels of general loyalty with the current employer. Overall satisfaction, employee advocacy, and intent to stay with an employer progressively increased with higher levels of WRAAK.

Impact of WRAAK. The overall WRAAK index measures perceived realities in the workplace. When examined across a variety of factors, WRAAK differentiates between high and low categories on a number of workplace issues. Satisfaction with one's employer is greater in higher WRAAK categories. Recommending an employer to others increases with higher WRAAK categories. Employers are seen as open and honest among the higher WRAAK categories. Retention increases with higher WRAAK, as fewer employees report they are likely to leave their employers. Likelihood to report future health and safety or wage and hour violations is greater among higher WRAAK employees. Experience with violations is associated with WRAAK, as those with lower WRAAK are significantly more likely to have experience with a past violation either themselves or through knowing someone else who has. Employees with access to information about their WHD or OSHA rights were significantly more likely to have higher WRAAK.

WRAAK demographics. There were no significant gender differences on WRAAK. Regarding age, middle-aged adults (30- to 54-year-olds) were significantly more likely to have lower WRAAK than young adults (18- to 29-year-olds). When examined by race, Hispanic and Asian workers were significantly more likely than White workers to have low WRAAK. Those with a high school or less education were significantly more likely to have high WRAAK than the college graduate or more education population. When examined by industry, there were no significant blue collar/white collar differences on WRAAK. Regarding union membership, those in unions were significantly more likely to have medium WRAAK, but did not differ from the non-union population on high or low WRAAK. Finally, there were some differences among managers and non-managers—managers have higher WRAAK than those not in management. WRAAK increases with upper management.

NATIONAL WRAAK STUDY FINDINGS

In total, 5,429 working adults were included in the current study. All of these individuals were asked items to determine their WRAAK scores. They were also asked additional items about their experiences with wage and hour or health and safety violations, education, and reporting.

Experience with violations. Prevalence of violations in the workplace differ, with more American workers indicating they have had an experience with health and safety violations compared with wage and hour violations. Workers who reported that they had no experience with a workplace violation were significantly more likely to have high WRAAK. Additionally, blue collar workers were significantly more likely to have experience with a violation (60%) versus no experience with a violation (48%).

Past reporting and future reporting. Overall, working adults were much more likely to say they would report future health and safety violations than wage and hour violations. Workers who had formally reported a violation in the past were significantly more likely to say they would report future violations than those who did not formally report a violation. In total, 57% of workers indicated they had reported a violation to a formal entity including both health and safety violations reporting (62%) and wage and hour violations reporting (50%).

Education on rights. One-third of the adult workforce (33%) reported being educated on their rights and protections by their employers on a regular basis, with 16% saying they received no education at all. Blue collar workers were significantly more likely to receive regular education than white collar workers. Hispanic workers were significantly more likely to report they received no education than regular education or education as needed.

Access to information. A majority of the U.S. adult workforce reported getting worker rights information from their employers (85%) through websites, employer training, or, most commonly, posters (75%) in the workplace. Employees who reported having access to information on their rights as workers were significantly more likely to work where they were covered by a union.

OSHA KEY FINDINGS

From the overall national study, 2,755 U.S. workers were randomly assigned to the OSHA module of questions. These questions included knowledge of OSHA problems, workers' OSHA rights, and workers' reporting of OSHA concerns, among other topics.

Almost half of the American workforce (47%) reported experience with a health or safety violation, either through direct experience, knowing someone else who experienced it, or knowing about a potential risk. Experiencing a violation was associated with low WRAAK. WRAAK was further impacted among those with experience with a violation and not formally reporting the experience. Of those who did formally report a violation, most (90%) said no one was punished for reporting it. The majority of American workers said they are extremely likely to report future health and safety violations. To be an effective reporter, workers need to know what to do. Workers with access to information on their health and safety rights were significantly more likely to report a future violation compared with those without access. Most working adults get information about their health and safety rights from employer-supplied resources.

Experience with violations. Nearly four in 10 (37%) U.S. workers reported knowing about a possible health or safety risk at their workplace. Thirteen percent reported that they have been injured or gotten sick because of conditions at their workplace and 31% said that they knew someone else who has been hurt or gotten sick because of workplace conditions. Past experiences with health or safety violations were associated with lower WRAAK. Workers who have experience with a violation were also significantly more likely to be covered by a union. Workers employed in workplaces with potentially hazardous situations or materials were significantly more likely to have experience with a health or safety violation than those not employed in such workplaces. In general,

workers at priority job sites (58%) were significantly more likely to have experience with health and safety violations than those who work elsewhere (25%).

Past reporting and future reporting. Workers who formally reported health or safety violations were significantly more likely to have lower WRAAK. Blue collar workers were significantly more likely than white collar workers to have formally reported a violation. Formally reporting a violation did not have an impact on a respondent's likelihood to report a future violation. Of those who reported a health or safety violation, 90% said no one was punished, disciplined, fined, or fired for the reporting. Workers who reported having access to information on their health and safety rights were significantly more likely to report a future health or safety violation. For reporting, respondents did not differ widely in regard to work type, union status, or management status. However, of workers who indicated they were not extremely likely to report a future violation, 66% were paid hourly—significantly higher than the 56% who were extremely likely to report a health or safety violation. Of those with access to health and safety protections information, 73% were extremely likely to report a future violation compared with 62% who would report when there was no access.

Education on rights. Regular education on OSHA regulations was associated with higher WRAAK. Half of the population (51%) are educated on OSHA-related issues on a regular basis. One-quarter (24%) are educated as needed. Fifteen percent are only educated as new employees, and 10% receive no education at all. Workers in priority workplaces were significantly more likely to be educated than those who work in other areas. Knowledge was related to workplace education. Employees educated on a regular basis were significantly more likely to have high OSHA knowledge than those educated at any other frequency. Workers who receive regular education were significantly more likely to have formally reported health or safety violation than those who receive no education.

Access to information. Most workers receive access to information about health and safety rights from their employer through posters in the workplace (82%). Training (65%) and employer-provided resources and websites (70%) were other popular sources. Non-employer-provided resources most often came from the Internet (44%), from OSHA (43%), or from another government agency (27%). Of union members, 61% receive access through their union representative. Working adults who do not have access to OSHA-related information were significantly more likely to have lower WRAAK. Additionally, those with access were significantly more likely to formally report a future health or safety violation than those who do not have access. Workers who have no experience with a health or safety violation and have access to OSHA materials were significantly more likely to report than those who have experience with a violation but do not have access.

Priority workplaces. Workers in priority workplaces were significantly more likely to have experience with a violation than those in non-priority workplaces. For example, 46% of those in priority workplaces have known about a possible risk (vs. 18% non-priority), 18% have been injured (vs. 5% non-priority), and 40% have known someone else who has been injured (vs. 12% non-priority). WRAAK did not differ in priority workplaces compared with non-priority workplaces. Workers in high priority workplaces were significantly more likely to report receiving education on a regular basis (57% vs. 38% non-priority).

WHD KEY FINDINGS

From the overall national study, 2,674 U.S. workers were randomly assigned to the WHD module of questions. These questions included knowledge of WHD problems, workers' WHD rights, and workers' reporting of WHD concerns, among other topics.

Experience with violations. Roughly one-quarter (26%) of the working population has experience with a wage and hour violation personally or through someone they knew. The most commonly reported violation was working off the clock and through breaks (15%). Not being paid overtime (14%), not being paid what an employer promised (10%), and not being paid at all (9%) were all reported as well. There were several negative associations with experience with wage and hour violations. First, workers who had experience with a violation were significantly less likely to report a future violation. Second, experience with a wage and hour violation was

associated with lower WRAAK. Third, salaried employees and non-union members were significantly less likely to have experience with a violation. Hispanic workers were significantly more likely than White and Asian workers to be paid less than minimum wage or not be paid for a day of work.

Past reporting and future reporting. Those who formally reported a wage and hour violation were significantly more likely to be blue collar and hourly employees. Union membership, management status, income, tenure, and company size did not fluctuate significantly between those who formally reported and those who did not. Those in priority industries were significantly more likely to have formally reported a wage and hour violation (58% vs. 42% non-priority workplaces). There were also significant differences between groups on likely future reporting. White workers and workers with some college education were significantly more likely to report future violations. Hispanic workers and college-educated workers were significantly less likely to report in the future. There were no reporting differences by gender or age. Hourly workers and employees at private companies were significantly more likely to formally report future violations. There were no significant differences in future likelihood to report by work type, management status, union status, income, or company size.

Education on rights. Fewer workers receive regular education on WHD rights (13%) compared with OSHA rights (51%). Although, 29% receive education as needed and 35% are educated when they are hired as new employees. Nearly one-quarter (23%) of American workers did not receive any education on wage and hour protections from their employers. Regularly educated employees were significantly less likely to have experience with a violation and significantly more likely to formally report a future violation. High WRAAK workers were significantly more likely to be educated on a regular basis, while low WRAAK workers were significantly more likely to not be educated at all.

Access to information. Most employees receive access to information on their WHD rights through their employers with the most common method being posters (69%). Other employer-provided resources (57%) and employer-provided training (38%) were other forms of access. Among non-employer-provided access, the Internet was the most common source (38%), followed by WHD (27%), other government agencies (18%), and community sources (8%). Among union members, 76% received information from their union representative. Workers without access were significantly more likely to have low WRAAK. Union members and those in management positions were significantly more likely to have access to information on their wage and hour rights. There were no significant differences in access by work type, pay type, income, or tenure.

VULNERABLE POPULATIONS

Several special populations were examined during this study. These include comparing blue collar and white collar industries; examining the differences between union members and non-union members; examining priority workplaces; and looking at racial and ethnic distinctions, specifically in how these impact women of color. Finally, gender differences and age and tenure were explored. The following provides key findings among the groups.

Blue collar. Blue collar workers were significantly more likely to have experience with a violation, formally report it, and receive education on a regular basis compared with white collar workers. There were no WRAAK differences between blue and white collar workers. Blue collar workers were significantly more likely to report not being paid what their employer promised, and not being paid minimum wage.

Union membership. Union workers were significantly more likely to have experience with a workplace violation. Union members were significantly more likely than non-union members to not be paid what an employer promised. Union members were also significantly more likely to report not being paid overtime and not being paid for a day of work. Union members have higher OSHA knowledge and were significantly more likely to receive regular education on rights, but they were no more likely to formally report violations.

Priority workplaces. WRAAK did not differ among priority workplaces; however, those in priority workplaces were significantly more likely to have experience with a health or safety violation. Priority workplace workers were significantly more likely to be educated on a regular basis.

African Americans. The majority of differences found among African American workers were between African American women and White women. African American women were significantly more likely than White women to say they are *extremely likely* to leave their employers, not recommend their employers to others, and significantly less likely than White women to report they have input in decision-making and less likely to agree that their supervisor supports them.

Hispanics. The majority of differences found among Hispanic workers were between Hispanic and White populations. Overall, Hispanic workers were significantly more likely than White workers to express an intention to leave their employers, to have been injured or gotten sick at work, or to report working off the clock, not getting paid for a day or more of work, or receiving less than minimum wage. Hispanic women were significantly less likely than White women to say they have input in decision-making, to know enough about their rights to recognize problems, to say they can get information on their rights, and to raise a concern about a violation in the future. Hispanic men were significantly more likely than White men to report having known about a possible health or safety risk.

Asians. The majority of differences found among Asian workers were between Asians and races of other women and men. Asian women were significantly less likely than White and African American women to report that they know enough about their rights to recognize problems or to say they can get information on rights. Asian men were significantly more likely than White men not to recommend their employers to others and were significantly less likely than White and African American men to say they will not leave their employers or that they can get information on their rights. Asian men were significantly more likely than White and African American men to report they know enough about their legal rights to recognize a problem.

Gender. There were no significant gender differences in reported WRAAK; however, men and women have different work experiences. Men were significantly more likely than women to have experience with a wage and hour violation and not be paid what an employer promised. Men have higher OSHA and WHD knowledge and report more experiences with health and safety and wage and hour violations.

Age and tenure. Young people (18- to 29-year-olds) were significantly more likely to have experience with a wage and hour violation. Women 55 and older have feel they have less input in decisions affecting their work, compared with 18- to 29-year-old and 30- to 44-year-old women. Workers on the job five years or more were significantly more likely to have experience with a health or safety violation but not a wage and hour violation.

SURVEY METHODS

Survey population. The study population included currently working adults (aged 18 and older) residing in U.S. households in any of the 50 states or the District of Columbia. The study included those working full time and part time, omitting those self-employed. The study utilized a household-based RDD (Random Digit Dial) telephone survey. Landlines and cell phones were included in the telephone sample. Nationwide, 5,429 interviews were completed. The main RDD study totaled 4,007. The working minority women (Hispanics, Asians, African Americans, or American Indians) oversample totaled 1,422. The population was geographically stratified into four census regions (Northeast, Midwest, South, and West) and proportional sampling allocation was carried out in each region. A 5 + 5 call design was used for the study where up to five calls were made to establish human contact and up to another five calls were made to complete an interview.

Survey instrument. The survey consisted of a core set of questions followed by two separate modules of questions for OSHA and WHD—in which specific questions about each agency were included. Respondents

answered the core questions, then were randomly assigned to the WHD or OSHA module by CATI (Computer-Assisted Telephone Interviewing)-based software.

Data analysis. Weighting was completed to adjust for (i) unequal probability of selection in the sample and (ii) nonresponse. Post-stratification weighting was used to project the weighted numbers to known characteristics of the target population. Data were analyzed using SPSS Reports for Surveys, and comparisons were conducted at a 95% confidence interval, with significance reported for findings at the $p<.05$ level or greater.

2.0 INTRODUCTION

DOL's working definition of WRAAK in the workplace is the "worker's ability to access information on their rights in the workplace, their understanding of those rights, and their ability to exercise those rights without fear of recrimination." In 2010, the department commissioned a research study to evaluate the current level of workers' WRAAK nationally and to examine the factors affecting it as it related to the laws administered and enforced by DOL's OSHA and WHD.

For the study, the survey consisted of a core set of questions followed by two separate modules of questions—one each for OSHA and WHD—with specific questions about each agency. All respondents received the core set of questions and then were randomly assigned to one or the other module. The random assignment of questions to one or the other module was conducted using computer-assisted telephone interviewing (CATI) software called Survent.

3.0 WRAAK INDEX

The WRAAK index is made up of two sub-indices. The first sub-index is **Perceived Individual WRAAK**. These are items where the respondents reported on their own roles in WRAAK. This included eight items: Q4, Q5, Q7, Q11, Q13, Q15, Q17, and Q18 (See Appendix B for question wording). The Cronbach's Alpha for these eight items is 0.81. The second sub-index is **Perceived Workplace WRAAK**. This index includes items where the respondents reported on their employer's support for their WRAAK. This includes five items: Q6, Q8, Q10, Q14, and Q16 (See Appendix B for question wording). The Cronbach's alpha for this sub-index is 0.78. The overall WRAAK index was calculated based on categorical classifications from the Perceived Individual WRAAK and Perceived Workplace WRAAK sub-indices. Items omitted from the indices did not aid in defining the concepts of Perceived Individual and Perceived Workplace WRAAK.

3.1 SUB-INDEX CALCULATION

Two metrics were used to create the categorical classifications (high, medium, and low) for both Perceived Individual and Perceived Workplace WRAAK. First, a decision tree analysis was applied to each sub-index (target) variable using three independent (predictor) variables measuring job satisfaction—job satisfaction, employer advocacy, and an individual's likelihood to leave his or her job.

PREDICTOR VARIABLES

- Using a five-point scale, where 5 means extremely satisfied and 1 means not at all satisfied, please rate your overall satisfaction with your current employer. (**Overall satisfaction**)
- Using a five-point scale where 5 means extremely likely and 1 means not at all likely, how likely are you to do each of the following: Recommend your employer to your family and friends as a great place to work. (**Advocacy**)

- Using a five-point scale where 5 means extremely likely and 1 means not at all likely, how likely are you to do each of the following: Choose to leave your employer to work someplace else. (**Likelihood to stay**)

The decision tree analysis created a graphical classification model that was used for validating categories. The model classified cases into groups or predicted values of the dependent (target) variable based on values of independent (predictor) variables. This analysis yielded the groups (high, medium, and low) found in Table 1 for Perceived Individual WRAAK and Table 2 for Perceived Workplace WRAAK. Subsequently, the frequencies of each sub-index score were statistically compared against each of the three independent outcome variables. The index scores were compared to the overall mean as well as the extreme response (e.g., extremely satisfied) to help determine the index classifications. When analyzing the results for both Perceived Individual and Perceived Workplace WRAAK, the classifications from the decision tree were confirmed by the secondary analysis based on the frequency distribution.

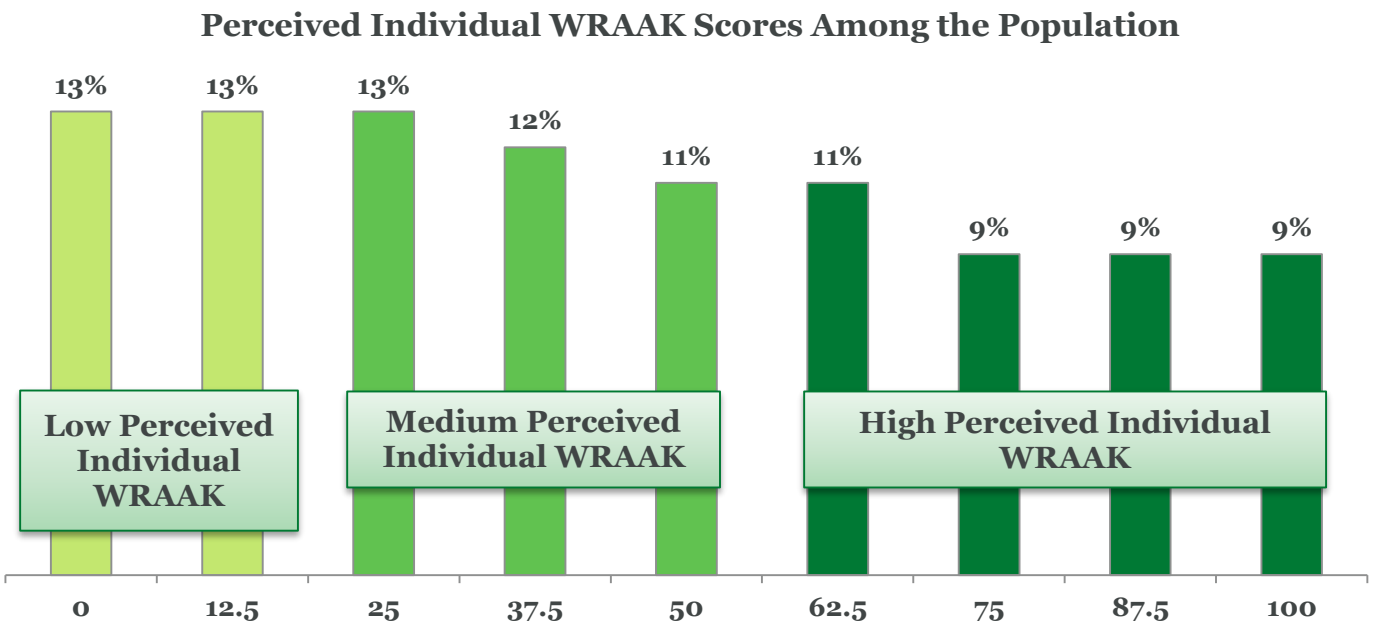
PERCEIVED INDIVIDUAL WRAAK SUB-INDEX

The decision tree results for the Perceived Individual WRAAK index produced up to five groups based on the three predictor variables. The results were analyzed to determine the final classifications of scores on a scale of 0 to 100 into high, medium, and low. The final classification assigned the scores of 0 and 12.5 into the **low category**, the scores of 25, 37.5, and 50 into the **medium category,** and the scores of 62.5, 75, 87.5, and 100 into the **high category**. When the mean and the extreme responses (e.g., extremely satisfied) for the three predictor variables to the perceived individual WRAAK index were examined, the categorical classifications yielded consistent results from the decision tree analysis. This suggests that workers with Low Perceived Individual WRAAK were less likely to be satisfied with their employers or recommend their employers, and more likely to plan to leave their employers than workers with Medium Perceived Individual WRAAK or workers with High Perceived Individual WRAAK (Table 1). The underlying analysis confirmed the final three categories as the best fit for the Perceived Individual WRAAK sub-index.

Table 1: Means and Extreme Responses for Three Outcome Measures on Perceived Individual WRAAK Sub-Index Scores

		Perceived Individual WRAAK Sub-Index Scores								
Outcome Items		**0**	**12.5**	**25**	**37.5**	**50**	**62.5**	**75**	**87.5**	**100**
Overall Satisfaction With Your Current Employer	Mean	3.4	3.4	3.7	3.8	4.2	4.3	4.6	4.6	4.8
	Extremely satisfied	7%	13%	18%	25%	40%	52%	64%	69%	87%
Recommend Your Employer as a Great Place to Work	Mean	3.1	3.1	3.3	3.6	4.0	4.2	4.5	4.5	4.9
	Extremely likely	6%	14%	20%	28%	41%	54%	65%	69%	88%
Choose to Leave Your Employer to Work Someplace Else	Mean	2.7	2.9	2.7	2.6	2.3	2.0	1.8	1.7	1.5
	Not at all likely	25%	23%	32%	34%	42%	52%	62%	65%	78%
Sub-Index Categorization		**LOW**		**MEDIUM**				**HIGH**		

Figure 1: Final Distribution and Categories of Perceived Individual WRAAK



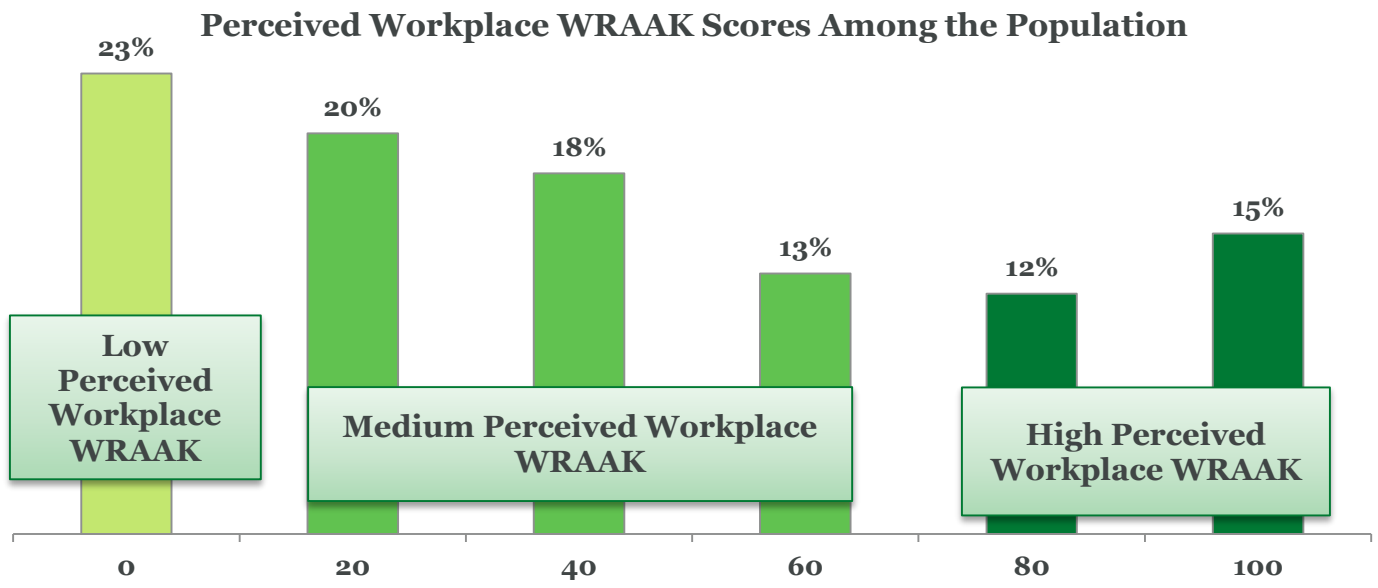
PERCEIVED WORKPLACE WRAAK SUB-INDEX

Similarly, the decision tree results for the Perceived Workplace WRAAK index produced up to five groups based on the three predictor variables of job satisfaction, recommend employer, and likelihood to leave employer. The results were analyzed to determine the final classifications (high, medium, and low). With final classification, a score of 0 was assigned into the **low category**, the scores of 20, 40, and 60 were assigned into the **medium category,** and the scores of 80 and 100 were assigned into the **high category**. Similarly, when the mean and the extreme responses (e.g., extremely satisfied) for the three predictor variables to the Perceived Workplace WRAAK index were examined, the categorical classifications yielded consistent results from the decision tree analysis. This suggests that workers with Low Perceived Workplace WRAAK were less likely to be satisfied with their employer or recommend their employer, and more likely to leave their employer than workers with Medium Perceived Workplace WRAAK or workers with High Perceived Workplace WRAAK (Table 2).

Table 2: Means and Extreme Responses for Three Outcome Measures on Perceived Workplace WRAAK Sub-Index Scores

		Perceived Workplace WRAAK Sub-Index Scores					
Outcome Items		**0**	**20**	**40**	**60**	**80**	**100**
Overall Satisfaction With Your Current Employer	Mean	3.4	3.7	4.0	4.4	4.5	4.7
	Extremely satisfied	8%	22%	31%	51%	61%	80%
Recommend Your Employer as a Great Place to Work	Mean	3.0	3.3	3.8	4.2	4.5	4.7
	Extremely likely	8%	21%	34%	53%	67%	80%
Choose to Leave Your Employer to Work Someplace Else	Mean	2.9	2.8	2.3	2.1	1.8	1.6
	Not at all likely	23%	28%	45%	46%	59%	74%
Sub-Index Categorization		**LOW**	**MEDIUM**			**HIGH**	

Figure 2: Final Distribution and Categories of Perceived Workplace WRAAK



OVERALL WRAAK INDEX CALCULATION

WRAAK was calculated by combining the perceived individual WRAAK sub-index and the perceived workplace WRAAK sub-index. The overall index was created by examining each sub-index classifications (high, medium, and low) and then combining the scores into four overall classifications (high, medium high, medium, and low). The inclusion of a forth category (medium high) in the overall WRAAK categorization was due to the distinctive differences between those individuals scoring in the medium WRAAK category (medium in both sub-indices, or high in one sub-index and low in the other sub-index) and individuals who score high in one sub-index and medium in the other sub-index. Those classified in the medium high category for overall WRAAK were significantly more likely than those in the medium WRAAK group to report being extremely satisfied with their current employer, be extremely likely to recommend their employer as a great place to work, and be not at all

likely to leave their employer. The medium high WRAAK group was also significantly less likely than the high WRAAK group to be extremely satisfied with their employer, be extremely likely to recommend their employer as a great place to work, and be not at all likely to leave their employer. These differences resulted in the final four categories for overall WRAAK used throughout the report.

Table 3: Overall WRAAK Validation

Outcome Items	LOW	MEDIUM	MEDIUM HIGH	HIGH
	A	B	C	D
Overall Satisfaction With Your Current Employer	9.8%	27.9%	53.0%	74.9%
(Extremely Satisfied)		A	AB	ABC
Recommend Your Employer as a Great Place to Work	10.4%	29.6%	54.6%	76.5%
(Extremely likely)		A	AB	ABC
Choose to Leave Your Employer to Work Someplace Else	24.4%	35.0%	52.8%	69.4%
(Not at all Likely)		A	AB	ABC

* Letters A, B, and C are used to indicate significant differences between the respective data columns.

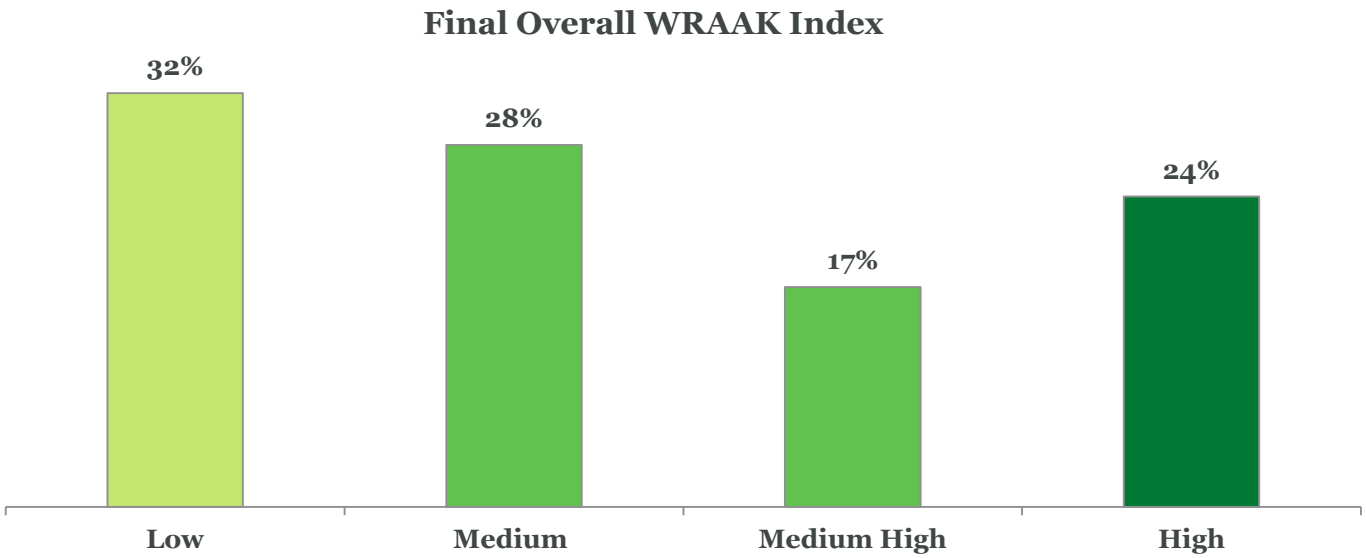
When combining the sub-indices, there was no weighting or ordering applied for the final calculation. The four categories were created using the two sub-indices as shown in Table 4.

Table 4: Overall WRAAK Classification

Perceived Individual WRAAK	+	Perceived Workplace WRAAK	=	Overall WRAAK
Low	+	Low	=	Low
Low	+	Medium	=	Low
Medium	+	Low	=	Low
Medium	+	Medium	=	Medium
High	+	Low	=	Medium
Low	+	High	=	Medium
High	+	Medium	=	Medium High
Medium	+	High	=	Medium High
High	+	High	=	High

Of the population of U.S. working adults, nearly one-third (32%) demonstrated low WRAAK. More than one-quarter (28%) possessed medium WRAAK and roughly one-quarter (24%) had high WRAAK. The remaining 17% of fell within the medium high WRAAK category.

Figure 3: Final Overall Index Frequencies



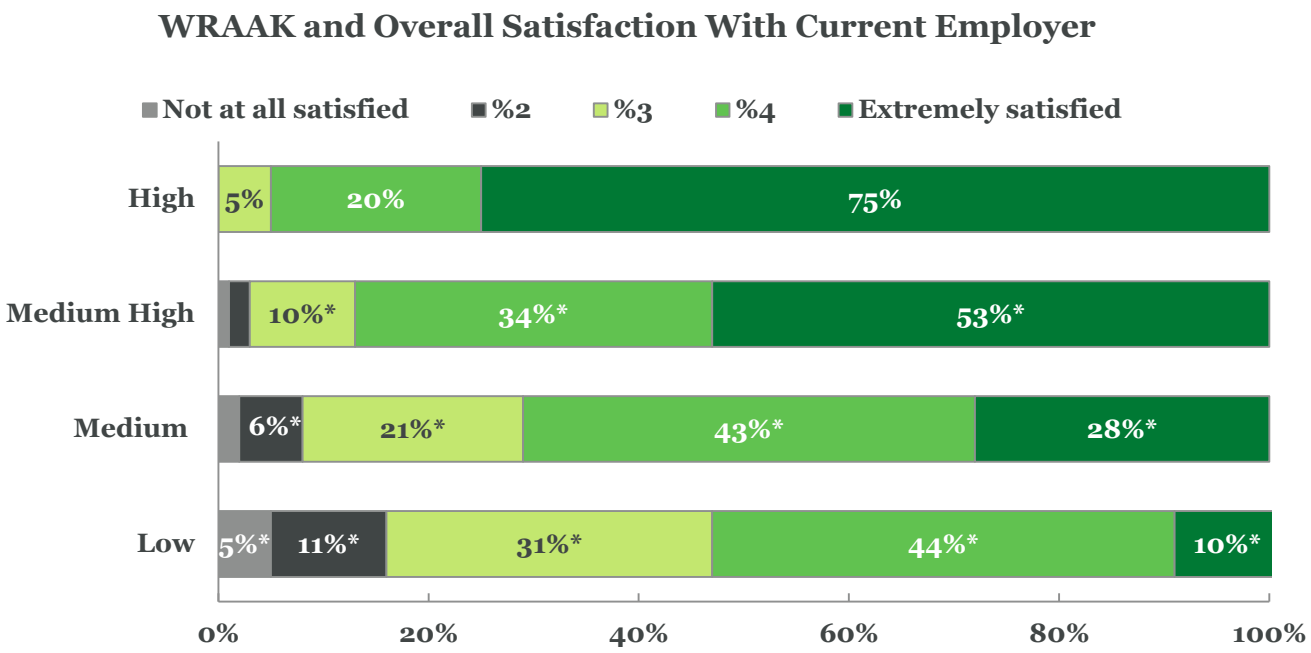
3.2 WRAAK COMPARISON TO KEY OUTCOMES

KEY FINDINGS: Satisfaction with one's employer was strongly correlated with high levels of WRAAK. Both perceived individual and perceived workplace WRAAK were connected with greater levels of general loyalty with the current employer. Overall satisfaction, employee advocacy, and intent to stay with an employer progressively increased with higher levels of WRAAK.

Looking at overall satisfaction, workers who reported having high WRAAK were noticeably more satisfied with their employer than those with low WRAAK. Workers with low WRAAK were significantly more likely to report being *not at all satisfied* with their current employer. Those with high WRAAK were significantly more likely to report being *extremely satisfied* with their current employer (75% extremely satisfied). Notably, no working adults with high WRAAK reported being *not at all satisfied* with their employers.

Figure 4: WRAAK and Overall Satisfaction With Current Employer

Using a 5-point scale, where 5 means extremely satisfied and 1 means not at all satisfied, please rate your overall satisfaction with your current employer.

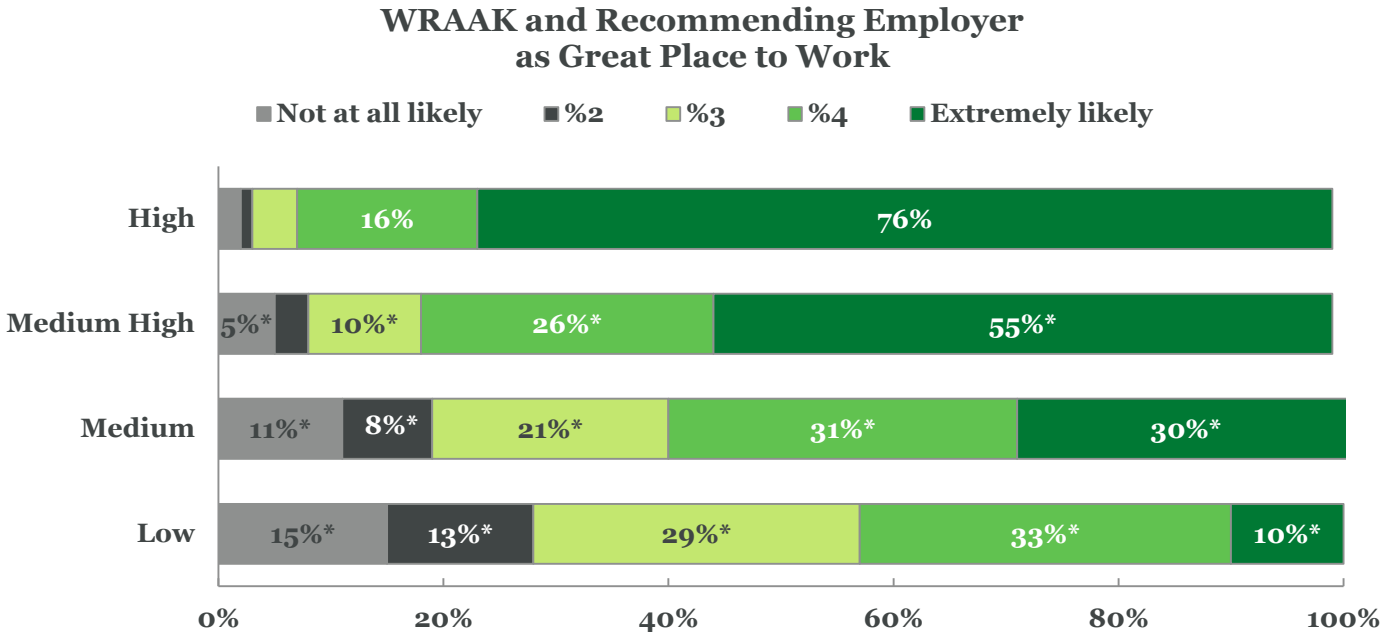


**Denotes significant difference from high WRAAK category at the 95% confidence interval*

In a similar manner, employees with high WRAAK were significantly more likely to recommend their employer as a great place to work when compared with those with lower ratings. Of those with high WRAAK, 76% were *extremely likely* to recommend their employer as a great place to work, compared with 2% who were *not at all likely* to recommend their employer. Notably, workers with low WRAAK were significantly more likely to report they were *not at all likely* to recommend their employer (15%), compared with 10% who were *extremely likely* to do so. There was a clear trend showing that as WRAAK increased, the likelihood to recommend an employer did as well.

Figure 5: WRAAK and Recommending Employer as Great Place to Work

Using a 5-point scale where 5 means extremely likely and 1 means not at all likely, how likely are you to recommend your employer to your family and friends as a great place to work?

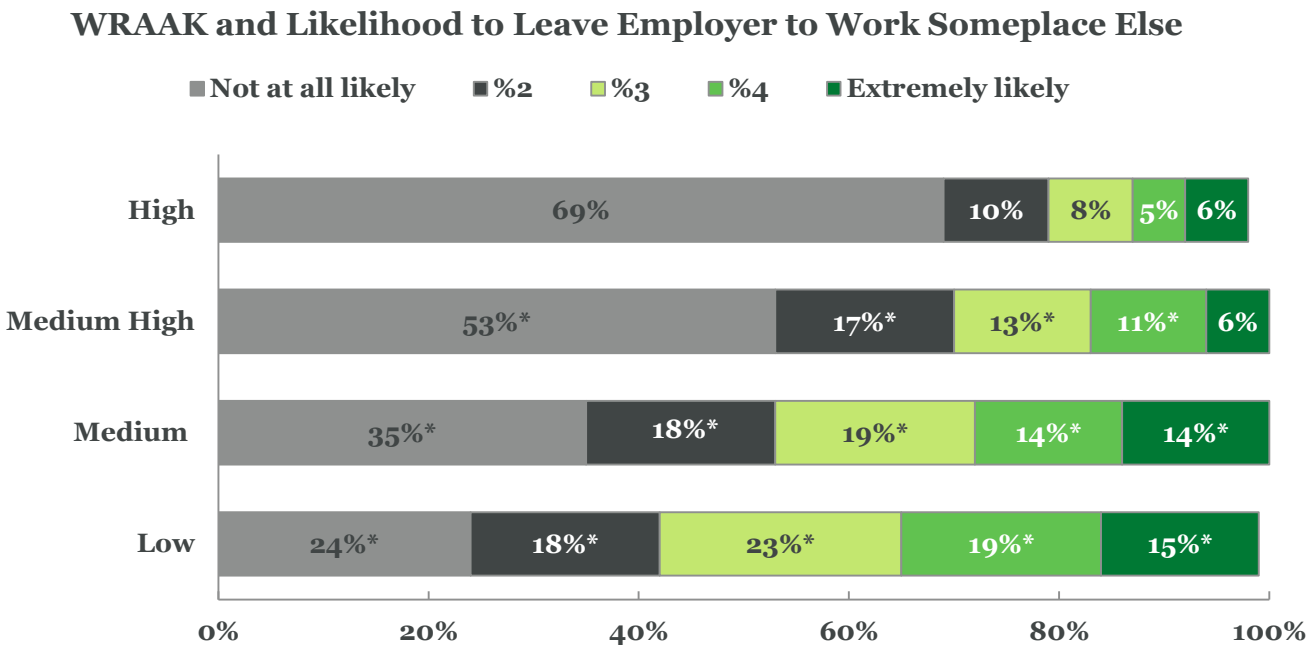


**Denotes significant difference from high WRAAK category at the 95% confidence interval*

WRAAK was also an important indicator on the outcome of job retention. The connection between high WRAAK and retention at a workplace was similarly strong. Among employees with high WRAAK, 69% reported being not at all likely to choose to leave their employer to work someplace else, compared with 24% of those with low WRAAK who said the same. Among workers, there was a significant contrast for those who reported an extremely high likelihood of leaving their jobs. Only 6% of employees with high WRAAK were extremely likely to say they would leave their employer compared with 15% of those with low WRAAK who reported being extremely likely to leave their jobs.

Figure 6: WRAAK and Likelihood to Leave Employer to Work Someplace Else

Using a 5-point scale, where 5 means extremely likely and 1 means not at all likely, how likely are you to leave your employer to work someplace else?

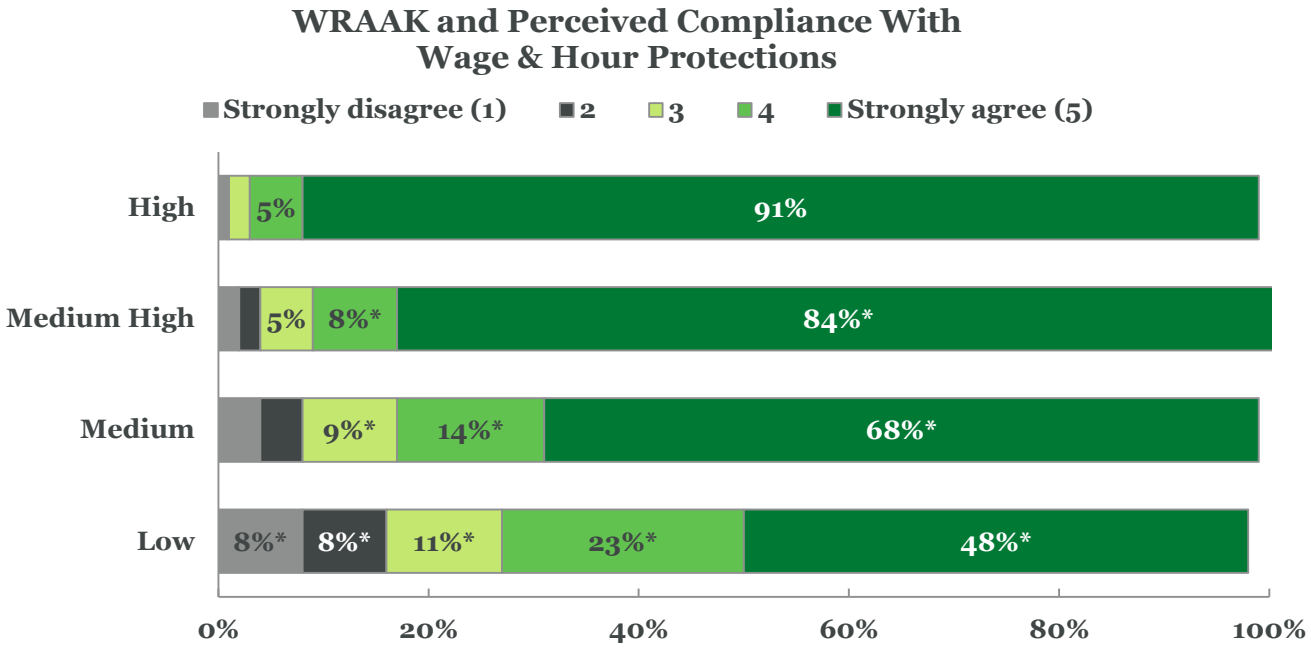


**Denotes significant difference from high WRAAK category at the 95% confidence interval*

Notably, there was a strong relationship between workers' WRAAK and overall perceptions of employer non-compliance. When looking at perceptions of employers' compliance with the wage and hour protections related to always paying employees for all of the time worked, workers with high WRAAK were significantly more likely than any other group of workers to strongly agree that their employer always paid employees for all the time worked (91% among those with high WRAAK versus 68% and 48% among those with medium and low WRAAK, respectively).

Figure 7: WRAAK and Perception of Non-Compliance With Wage & Hour Protections

On a scale of one-to-five, where 5 is strongly agree and 1 is strongly disagree, please indicate your level of agreement with each of the following items. Employees in my workplace are always paid for all of the time they work.

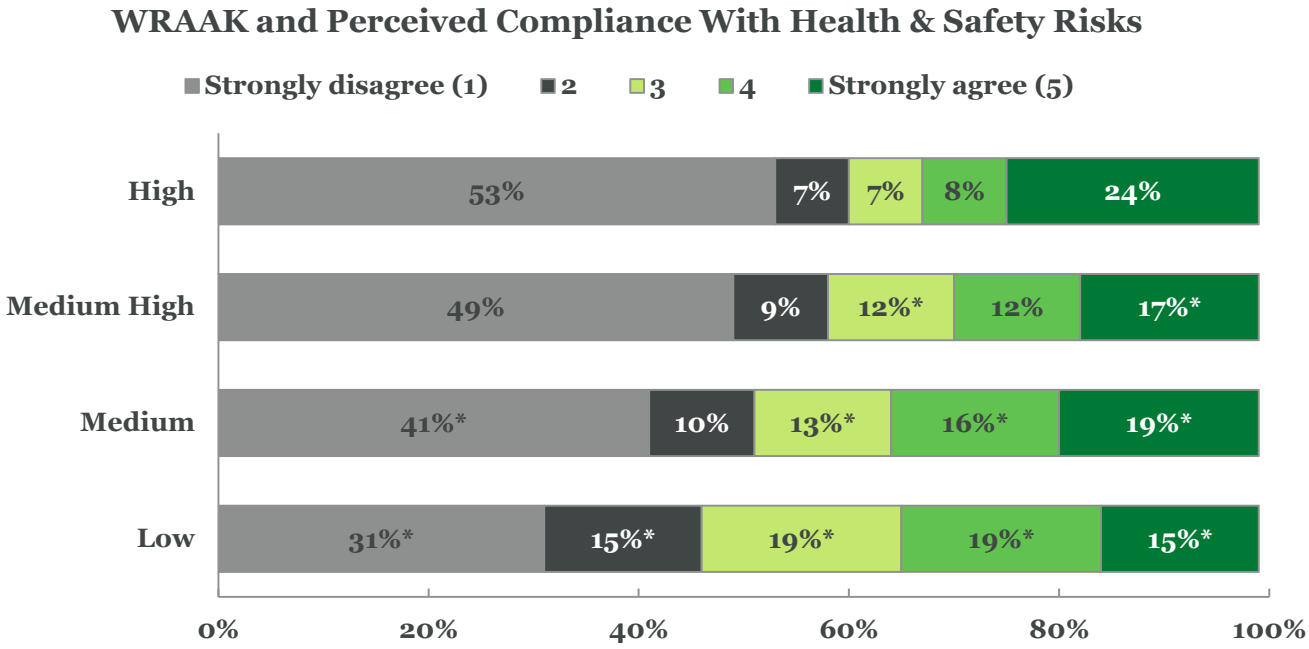


**Denotes significant difference from high WRAAK category at the 95% confidence interval*

This connection between perceived non-compliance and WRAAK was also evident in reported perception of exposure to health and safety risks. Employees with high WRAAK (53%) and medium high WRAAK (49%) were significantly more likely than those with low WRAAK (31%) and medium WRAAK (41%) to strongly disagree that employees in their workplace are sometimes exposed to health and safety risks. However, workers with high WRAAK (24% strongly agree) were also significantly more likely than all other workers to report strong agreement that employees in their workplace are sometimes exposed to health and safety risks.

Figure 8: WRAAK and Perception of Non-Compliance With Health & Safety Protections

On a scale of one-to-five, where 5 is strongly agree and 1 is strongly disagree, please indicate your level of agreement with each of the following items. Employees in my workplace are sometimes exposed to health and safety risks.



**Denotes significant difference from high WRAAK category at the 95% confidence interval*

4.0 NATIONAL TRENDS

By definition, WRAAK embodied four key constructs that are crucial to understanding the workplace climate and workers' experience within the environment. When examining the key drivers of WRAAK, the four key constructs were **education**, **access**, **experience**, and **reporting**. Education was a measurement of the role of the employer in providing information to the worker on their protections against health and safety risks and provisions for wages and hours. Access was a measurement of the worker's ability to readily get information on health and safety protections and wage and hour provisions from their employer or some other source. Additionally, access was also measured by examining the worker's access to alternate mechanisms and sources of information other than those provided by an employer. Experience with a health and safety or wage and hour violation was determined by an individual worker's experience with a specific violation regardless if that violation happened to them personally or if they knew of it happening to someone else. Reporting was determined based on whether or not the worker reported his or her experience with the workplace violation to a supervisor, employer, or some other entity with the authority to do something about it (i.e., OSHA, WHD, and State/Federal Government).

In addition to examining the underlying constructs of WRAAK, the barriers to assertion and reporting were also examined by analyzing workers' likelihood to report violations in the future, the impact of management response to a reported violation, and reasons for not raising workplace violation concerns.

4.1 EDUCATION

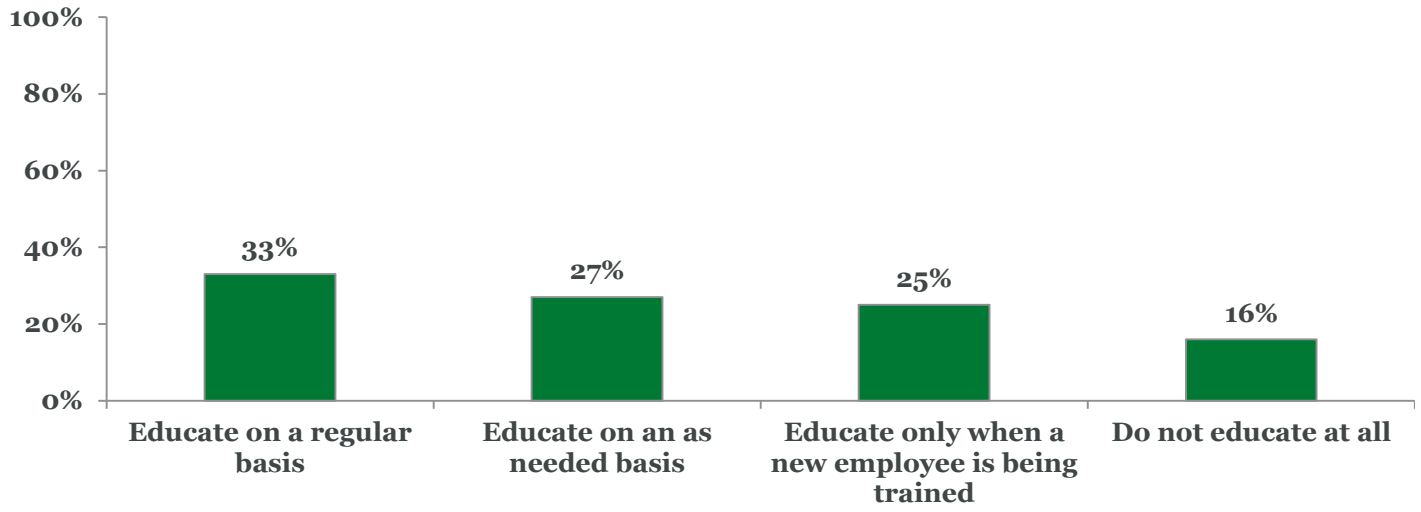
KEY FINDINGS: Thirty-three percent of the adult workforce reported being educated on their health and safety and wage and hour rights and protections by their employer *on a regular basis*. Notably, there were 16% of U.S. adult workers who reported not receiving any education at all from their employer. Blue collar workers were significantly more likely to say they received regular education. Additionally, Hispanic workers were more likely to report they received no education.

When asked about the frequency with which their employer provided education on health and safety risks or wage and hour rights, one-third (33%) of the adult workforce reported they were being educated on a regular basis. Twenty-seven percent reported they were being educated on their rights on an as needed basis and one-quarter (25%) reported education only as a new employee. Notably, 16% of the workforce reported they received no workplace education on the health and safety risks associated with their job or on their wage and hour rights.

Figure 9: Employer-Provided Education on Worker Rights

Does your employer educate workers about protection from health and safety risks on a regular basis, on an as needed basis, only when a new employee is being trained, or not at all?

Does your employer educate workers about wage and hour rights on a regular basis, on an as needed basis, only when a new employee is being trained, or not at all?



The presence of an employer that provided education about workplace rights, on either safety or wage and hour issues was used to analyze the level of education provided to U.S. working adults. For the analysis, the focus was on workers who reported receiving education *on a regular basis* compared with those who said they received no education. Table 5 shows a comparison of the key demographic variables.

When the two groups were compared on demographic variables, an interesting trend emerged regarding the type of work and the respondents' roles. Respondents who had an employer that provided regular education were more likely to be in a management position (upper, middle, or lower, 42%) than those who said they received no education (35%). The opposite was true for those who received no education—they were more likely to report being non-management (65%) compared with those who received regular education (57%). Blue collar workers

were significantly more likely to say they received regular education (58%) compared with those who received no education (52%). The opposite pattern was true for white collar workers, as they were more likely to report receiving no education.

With regard to race and ethnicity, the only group that showed a significant difference between the two groups were Hispanic respondents. Hispanic respondents were more likely to report they received no education (20%) compared with receiving education on a regular basis (15%). When comparing those who received regular education with those who reported receiving no education, income seemed to play a role as those making between $50,000 to $99,999 were more likely to report receiving regular education. The opposite pattern held true for those making less than $30,000 as they were more likely to have reported receiving no education.

Table 5: National Demographic Profile on Education on WHD/OSHA Rights and Protections

		On a regular basis	As needed	When training new employee	Not at all
		A	B	C	D
Education	College graduate or higher	35%	37%	32%	32%
			C		
	Some college or vocational	30%	29%	30%	32%
	High school or less	35%	34%	39%	36%
Race and Ethnicity	White	68%	70%	61%	65%
		C	C		
	African American	12%	12%	14%	11%
	Asian	5%	5%	6%	4%
	Hispanic	15%	13%	19%	20%
				B	AB
Work Type	Blue collar	58%	46%	53%	52%
		BD		B	
	White collar	42%	54%	47%	48%
			AC		A
Union Membership	Union	17%	16%	12%	14%
		C			
	Non-union	83%	85%	88%	86%
				A	
Work	Government	18%	17%	16%	16%
	Private company	59%	58%	58%	59%
	Non-profit/Other	21%	24%	24%	24%
Management	Non-management	57%	59%	63%	65%
				A	A
	Management	42%	41%	36%	35%
		CD	D		

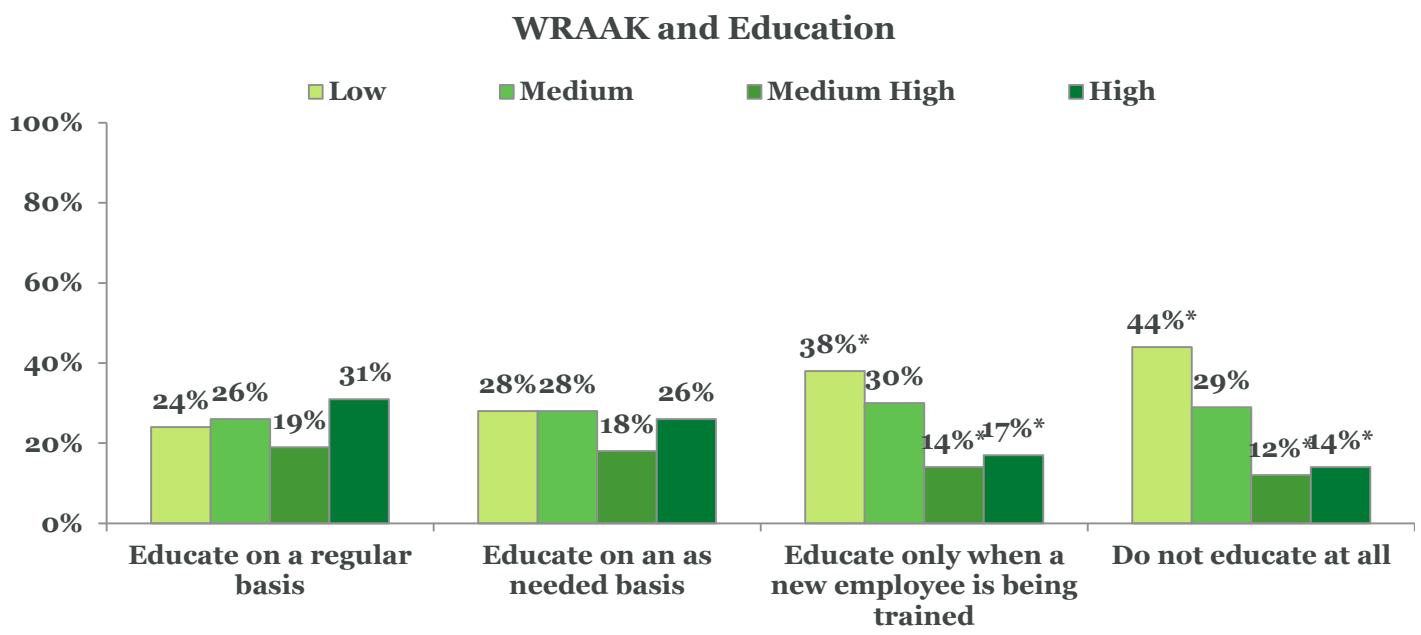
Table 5: National Demographic Profile on Education on WHD/OSHA Rights and Protections

		On a regular basis	As needed	When training new employee	Not at all
		A	B	C	D
Gender	Male	54%	52%	50%	48%
		D			
	Female	47%	48%	50%	53%
					A
Tenure	Less than 1 year on job	13%	16%	20%	14%
				AD	
	1 year but less than 5 years on the job	28%	29%	35%	30%
				AB	
	More than 5 years on the job	59%	54%	45%	56%
		C	C		C
Pay	Hourly	58%	55%	66%	58%
				ABD	
	Salary	39%	40%	28%	35%
		C	C		C
	By unit of production	2%	4%	4%	3%
			A	A	
	Daily	1%	1%	2%	4%
					ABC
Income	Under $20,000	14%	20%	23%	20%
			A	A	A
	$20,000 - $29,999	14%	13%	15%	20%
					AB
	$30,000 - $39,999	13%	14%	14%	16%
	$40,000 - $49,999	13%	13%	14%	12%
	$50,000 - $74,999	24%	19%	17%	17%
		BCD			
	$75,000 - $99,999	11%	12%	8%	6%
		CD	CD		
	$100,000 or more	11%	9%	8%	9%

**Letters denote statistically significant difference across noted columns. Differences are statistically significant at the 95% confidence interval.*

Employer-provided education on workplace risks and workers' rights was a key driver of WRAAK. Among those whose employers educated workers on a regular basis, 31% had high WRAAK, which is significantly greater than the 24% with low WRAAK whose employers provided education on a regular basis. Furthermore, of those with high WRAAK, only 14% reported not receiving any education. This was significantly lower than the 44% observed among workers with low WRAAK.

Figure 10: WRAAK Levels and Employer-Provided Education



**Denotes significant difference from Educate on a regular basis category at the 95% confidence interval*

4.2 ACCESS

KEY FINDINGS: Access to information was a significant factor in WRAAK. Workers who reported that having no access to information on their rights in the workplace were significantly more likely to have low WRAAK. A majority of the U.S. adult workforce reported getting worker rights information from their employers through workplace posters, websites, or employer trainings. The most common access to information was through posters in the workplace. Workers who reported having access to information on their rights as workers were more likely to work at a place where they were covered by a union.

When examining workers' access to information on their WHD and OSHA protections, a majority of the American adult workforce reported getting worker rights information from their employers through workplace posters, websites, or employer trainings (85% of all workers). The most common access to information was through posters in the workplace (75% of workers reported they received information thorough this medium versus 52% and 63% for classroom/online training and websites/other materials, respectively). However, workers also garnered information about these protections from other sources including unions, government and general websites, and community groups.

Notably, 69% of workers covered by a union reported they were learning about their rights in the workplace from a union representative; 41% of workers reported they were learning about their rights from the Internet; 35% reported learning about their rights directly from OSHA and WHD; and 23% reported learning from other state and federal agencies.

Figure 11: Access to Information on Rights in the Workplace

Does your current employer do any of the following to educate workers about their health & safety/wage and hour rights?

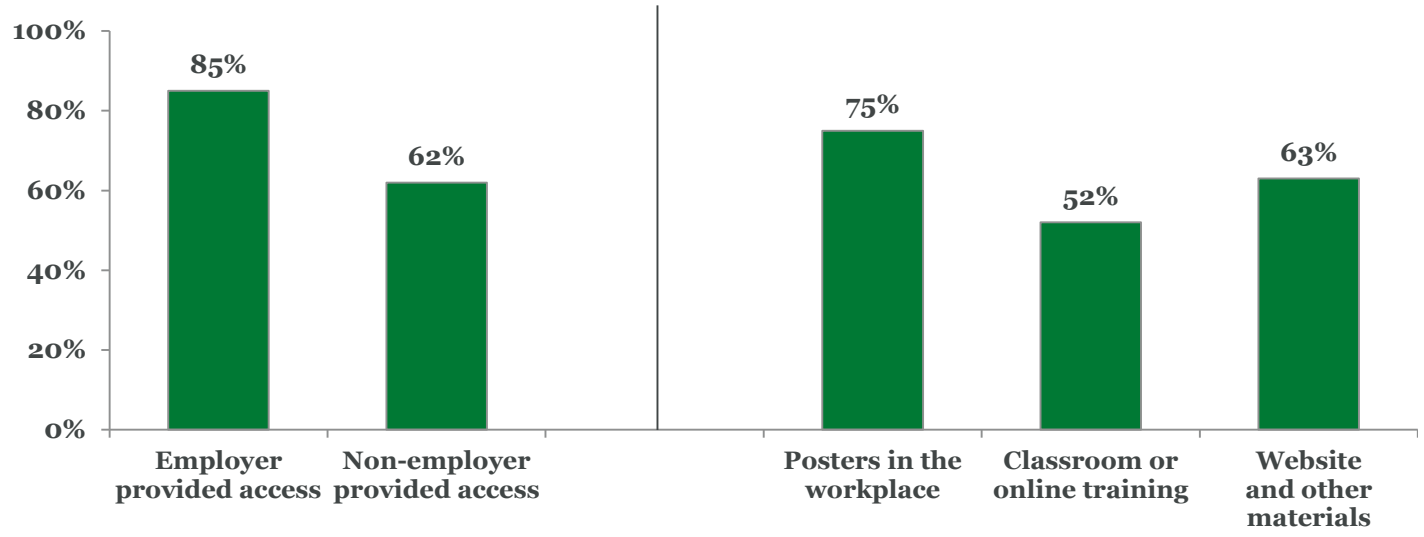
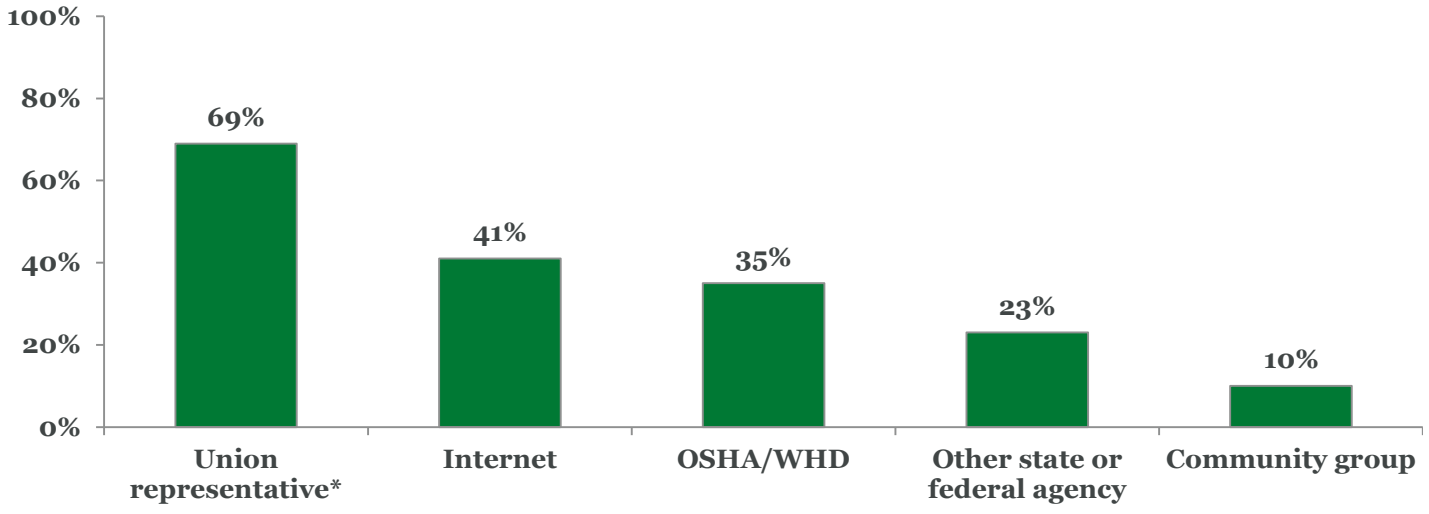


Figure 12: Access to Learn About Rights in the Workplace From Other Sources

Are you learning about health & safety/wage and hour rights in the workplace from any of the following other resources?



* Among respondents who reported working in a workplace covered by a union

For the analysis of the availability of sources with information on their health and safety and wage and hour rights, the focus was on workers who reported having access to these sources of information. Table 6 shows a comparison of the key demographic variables.

When the two groups were compared on demographic variables, an interesting trend emerged regarding the gender, union coverage, income, and management status. Respondents who reported having access to information on their rights as workers were more likely to work at a place where they were covered by a union (16%) or where they held some type of management role (40%). The opposite was true for those who do not work at a place covered by a union—they were more likely to report not having access (94%). The same held true for those making less than $20,000 annually (24% with no access vs. 15% with access).

Table 6: National Demographic Profile for Access to Information on Worker Rights

		Access to information	No access to information
		A	B
Education	College graduate or higher	35%	33%
	Some college or vocational	30%	26%
	High school or less	35%	41%
Race and Ethnicity	White	66%	69%
	African American	13%	9%
	Asian	5%	6%
	Hispanic	16%	16%
Work Type	Blue collar	52%	52%
	White collar	48%	48%
Union Membership	Union	16%	6%
		B	
	Non-union	84%	94%
			A
Work	Government	17%	13%
	Private company	58%	58%
	Non-profit/Other	23%	25%

Table 6: National Demographic Profile for Access to Information on Worker Rights

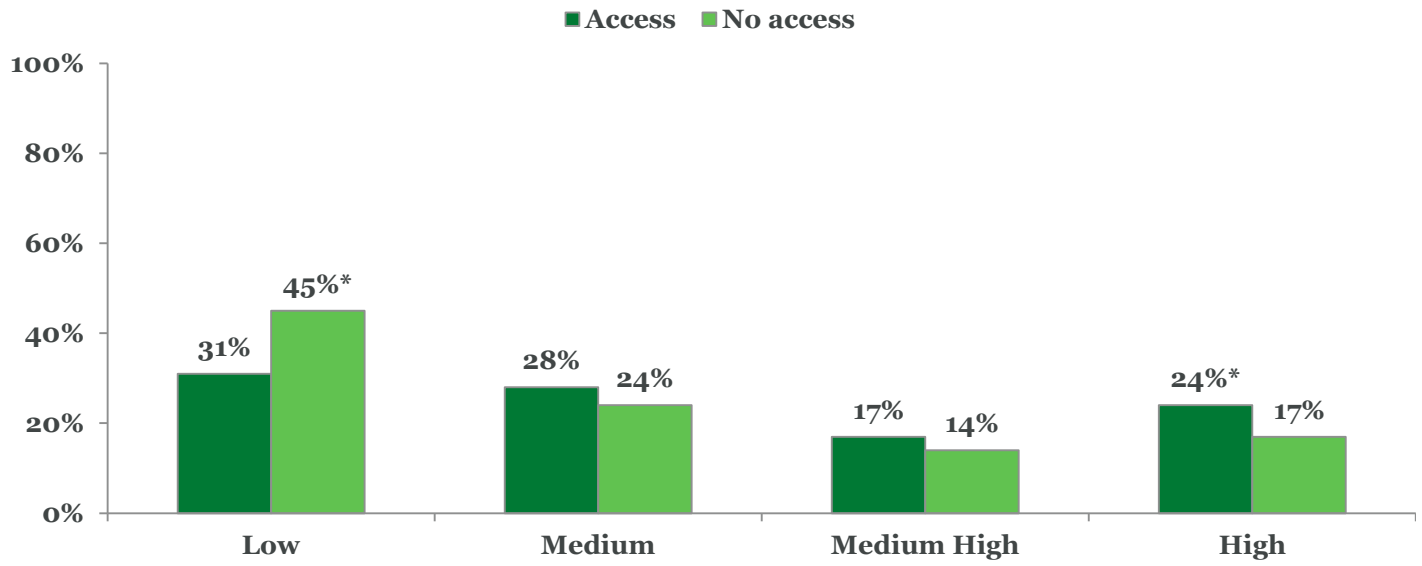
		Access to information	No access to information
Management	Non-management	60%	67%
			A
	Management	40%	31%
		B	
Gender	Male	52%	43%
		B	
	Female	48%	57%
			A
Tenure	Less than 1 year on job	16%	17%
	1 year but less than 5 years on the job	30%	32%
	More than 5 years on the job	54%	52%
Pay	Salary	37%	34%
	Hourly	58%	58%
	By unit of production	3%	4%
	Daily	1%	3%
			A
Income	Under $20,000	18%	28%
			A
	$20,000 - $29,999	14%	18%
	$30,000 - $39,999	14%	14%
	$40,000 - $49,999	13%	13%
	$50,000 - $74,999	20%	16%
	$75,000 - $99,999	11%	5%
		B	
	$100,000 or more	10%	6%

**Letters denote statistically significant difference across noted columns. Differences are statistically significant at the 95% confidence interval.*

The relationship between access to information on worker rights and WRAAK was in line with the DOL's definition of WRAAK. Access to information was a significant factor in WRAAK. Workers who reported that having no access to information on their rights in the workplace were significantly more likely to have low WRAAK (45% of those without access to information had low WRAAK compared with 31% who reported having

access). This relationship was also evident for workers with high WRAAK—they were significantly more likely to report having access to information on their OSHA and WHD rights (24% with access vs. 17% without access).

Figure 13: WRAAK Levels and Access to Learn About Rights in the Workplace



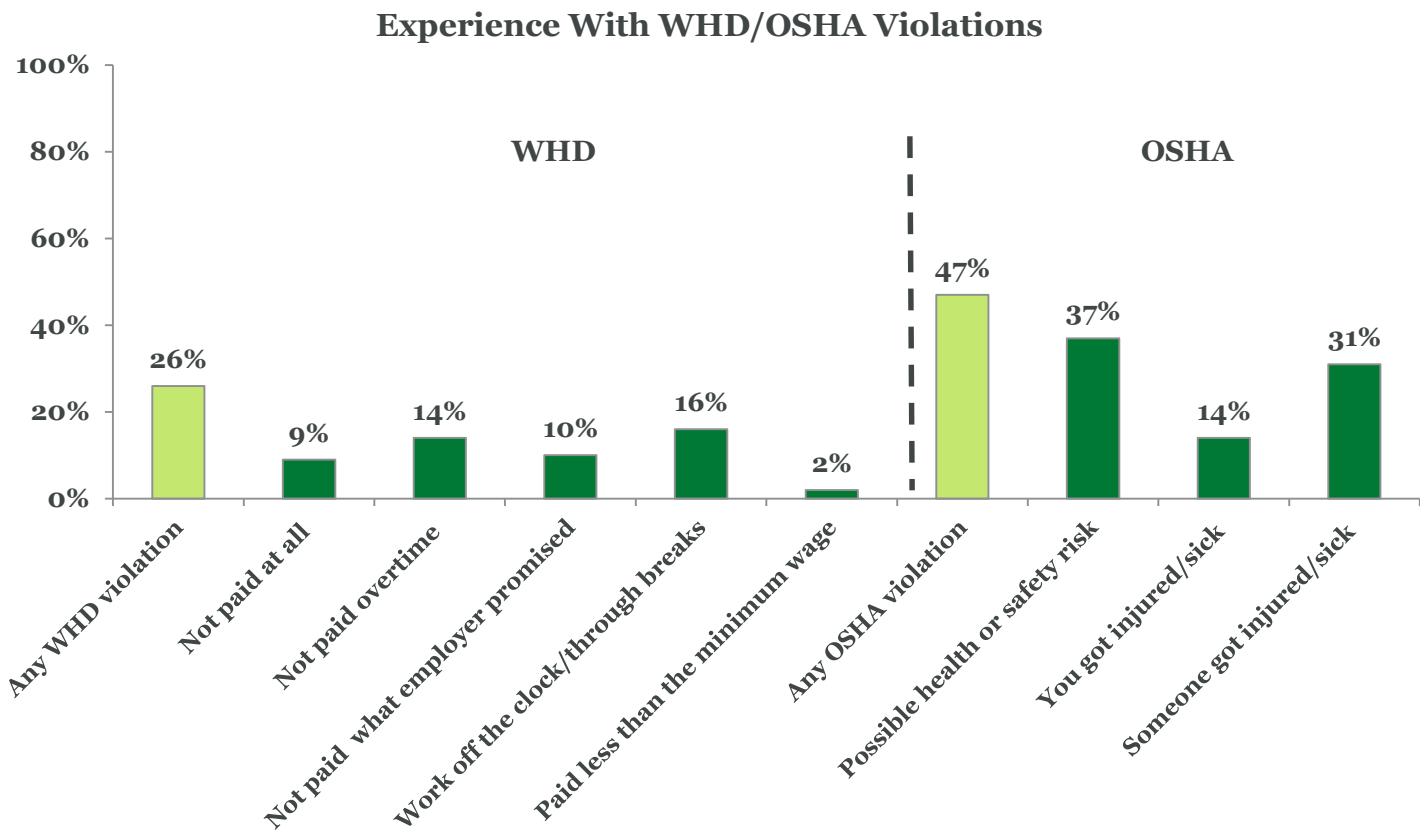
**Denotes significant difference at the 95% confidence interval*

4.3 EXPERIENCE

KEY FINDINGS: The majority of adult workers did not have an experience with violations in the workplace. Workers were much more likely to report having an experience with health and safety related violations than with wage and hour related violations. Experience with a workplace violation of any kind was a significant factor in WRAAK. Workers who reported having no personal experience or knowing of a workplace violation were significantly more likely to have high WRAAK. Additionally, blue collar workers were significantly more likely to have experience with a violation (60%) compared with those who did not have experience with a violation (48%).

Thirty-seven percent of the adult workforce reported knowing of possible health and safety risks in their workplace. Close to one-third reported knowing someone else who had been injured or gotten sick due to conditions at their workplace and 14% reported they themselves have gotten sick or injured because of conditions in their workplace. As it relates to wage and hour violations, less of the workforce reported having any direct or indirect experience with these types of violations (26%). The most prevalent reported experiences with wage and hour violations were working off the clock or working through breaks (16% reported either they or someone they knew were required to work off the clock or through breaks) and not getting paid for overtime worked (14% reported either they or someone they knew did not get paid for overtime worked).

Figure 14: Experience With Specific Wage & Hour and Health & Safety Violations



Workers who reported they had an experience or knew someone who had an experience with a workplace violation (either OSHA or WHD) were compared with those who did not have an experience or did not know someone who had an experience with a violation. Table 7 shows a comparison of the key demographic variables.

In comparing those who had an experience with a violation versus those who had no experience with a violation across different demographic variables, some interesting findings emerged. Workers who had experience with a violation were significantly more likely than those who had no experience with a violation to have completed at least some college. With regard to work type, blue collar workers were significantly more likely to have had an experience with a violation (60%) compared with those who had no experience with a violation (48%). The opposite was true regarding white collar workers as they were significantly more likely to not have had an experience with a violation. Similarly, union workers were significantly more likely to report they had an experience with a violation (20%) compared with those who had not (12%). The opposite was true for non-union workers with 88% reporting they did not have an experience with a violation

There were also significant differences across gender and pay for those who had experience with workplace violations. Respondents who had experience with violations were significantly more likely to be men (57%) than those who did not experience a violation (48%). The opposite was true for women as 52% reported they did not have experience with a violation compared with 43% who reported they did. With regard to pay, hourly paid workers were significantly more likely to report they had experience with a violation (64%) compared with 55% of hourly paid workers who reported they did not have experience with a violation. The opposite was true regarding salaried workers as they were significantly more likely to report not having an experience with a workplace violation.

Table 7: National Demographic Profile for Experience With Health & Safety and Wage & Hour Violations

		Experience with violation	No experience with violation
		A	B
Education	College graduate or higher	32%	36%
	Some college or vocational	32%	28%
		B	
	High school or less	35%	36%
Race and Ethnicity	White	67%	66%
	African American	11%	13%
	Asian	5%	6%
	Hispanic	17%	15%
Work Type	Blue collar	60%	48%
		B	
	White collar	40%	52%
			A
Union Membership	Union	20%	12%
		B	
	Non-union	80%	88%
			A
Work	Government	20%	14%
		B	
	Private company	57%	59%
	Non-profit/Other	21%	24%
Management	Non-management	62%	59%
	Management	37%	40%
Gender	Male	57%	48%
		B	
	Female	43%	52%
			A

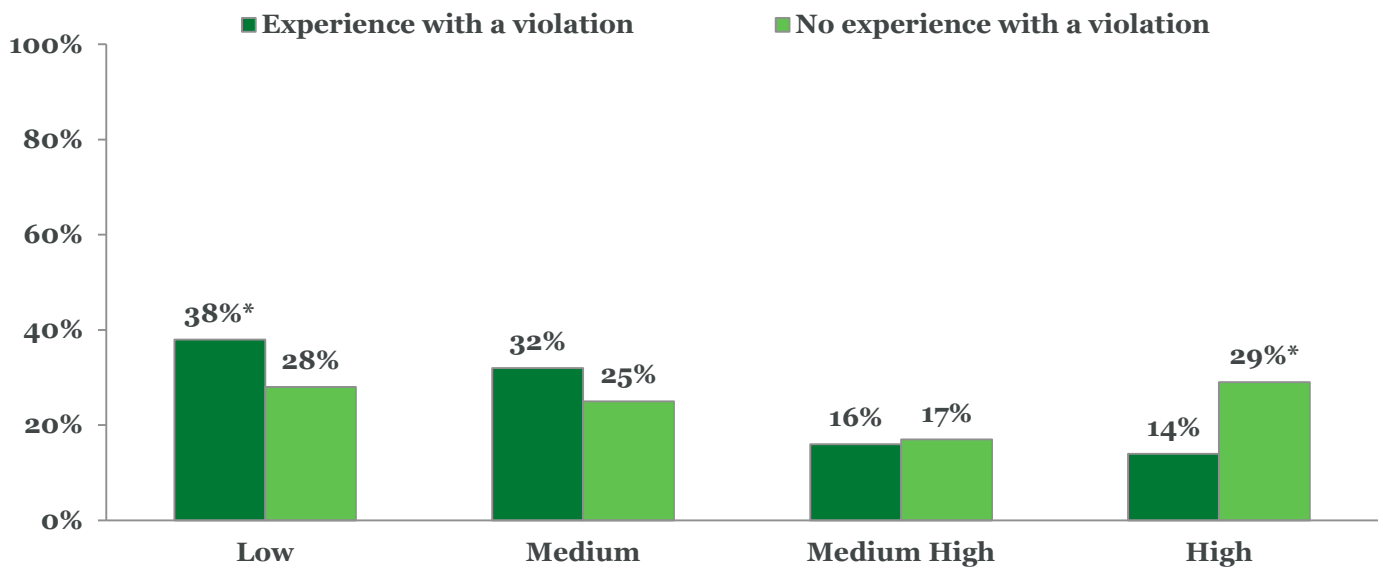
Table 7: National Demographic Profile for Experience With Health & Safety and Wage & Hour Violations

		Experience with violation	No experience with violation
		A	B
Tenure	Less than 1 year on job	13%	17%*
	1 year but less than 5 years on the job	30%	30%
	More than 5 years on the job	57%	53%
		B	
Pay	Salary	31%	40%
			A
	Hourly	64%	55%
		B	
	By unit of production	4%	3%
	Daily	2%	1%
	Under $20,000	16%	20%
			A
Income	$20,000 - $29,999	16%	14%
	$30,000 - $39,999	13%	14%
	$40,000 - $49,999	13%	13%
	$50,000 - $74,999	22%	18%
		B	
	$75,000 - $99,999	10%	10%
	$100,000 or more	8%	11%

**Letters denote statistically significant difference across noted columns. Differences are statistically significant at the 95% confidence interval.*

The relationship between experience with a violation of workers' rights and WRAAK was in line with the DOL's definition of WRAAK. Experience with a workplace violation of any kind was a significant factor in WRAAK. Workers who reported that having no personal experience or knowing of a workplace violation were significantly more likely to have high WRAAK (29% of those without experience have high WRAAK compared with 14% with high WRAAK who reported having an experience). This relationship was also evident for workers in the low WRAAK category. Those who reported having an experience with a health or safety or wage and hour violation were significantly more likely to have low WRAAK than those who had no experience with a violation (38% with experience versus 28% with no experience).

Figure 15: WRAAK Level and Experience With a Workplace Violation



**Denotes significant difference at the 95% confidence interval*

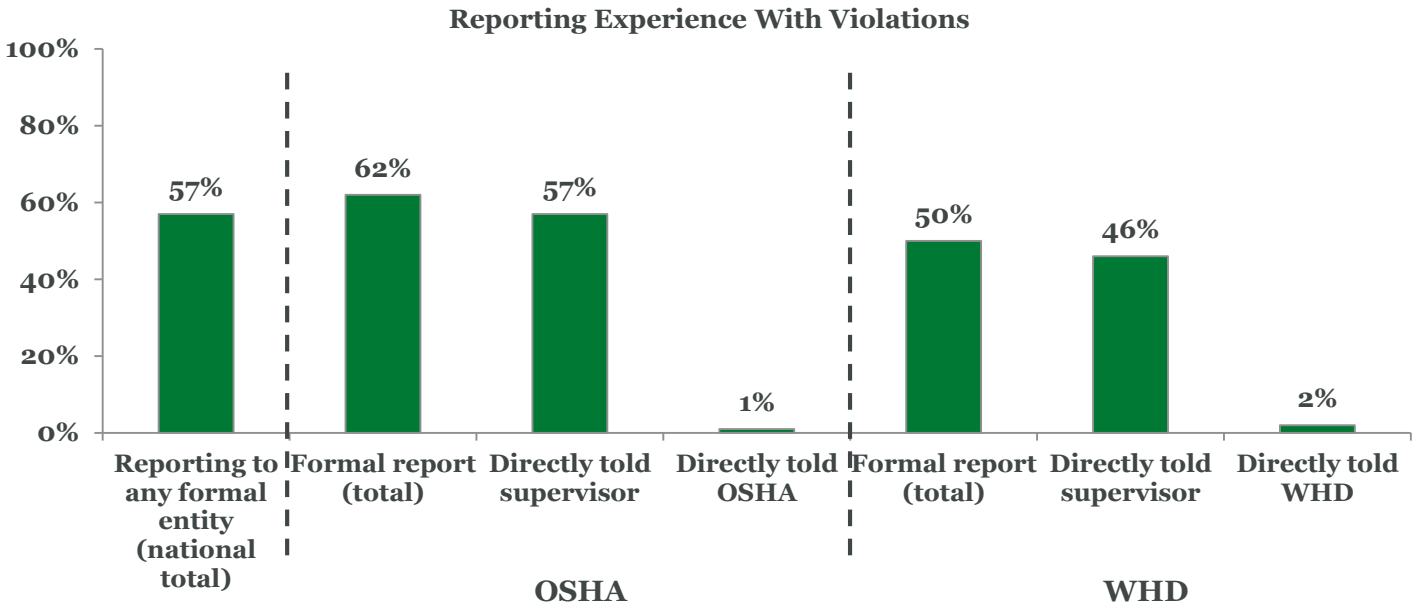
4.4 REPORTING

KEY FINDINGS: Workers who did not report a violation were significantly more likely to be college graduates. Those reporting were also significantly more likely to be in blue collar professions (68%) than white collar (51%). The percentage of workers reporting a wage and hour-related violation was lower than those reporting health and safety-related violations (62% reporting health and safety violation vs. 50% reporting wage and hour violation).

Overall, working adults were much more likely to say they would report future health and safety violations than wage and hour violations. Workers who had formally reported a violation in the past were significantly more likely to say that they will report future violations than those who had not reported a previous violation.

Nationwide, a majority of American workers (57%) who indicated having an experience with a workplace violation have reported those violations to a formal entity. When looking specifically at those who have reported health and safety violations, a strong majority (62%) did so through a formal report, with 57% directly telling their supervisors. The WHD numbers were lower in this regard, with 50% filing a formal report, and 46% directly informing their supervisors of a wage and hour violation.

Figure 16: Formal Reporting of Health & Safety and Wage & Hour Violations



Adult workers who had formally reported a workplace violation (of either OSHA or WHD regulations) to their supervisor or employer within the past five years were compared with those respondents who did not report the violation. When broken out by demographic variables, a number of significant trends appeared in the data between those who had reported a violation and those who had not. Workers who did not report a violation were significantly more likely to be college graduates (39%) than those who did report (26%). Conversely, those who reported a violation were significantly more likely to have attended some college or a vocational program (37%) than those who did not (29%). Those reporting were also significantly more likely to be in blue collar professions (68%) than white collar (51%). Interestingly, no major differences occurred between gender, tenure, union status, or work type (public or private) in regards to workers' past reporting behavior. However, significant differences were found for management status. Of those who did not report a violation, 68% were non-management compared with 58% of those who did report a violation. Finally, those who reported a violation were significantly more likely to be paid hourly (70%) than those who did not report a violation (57%).

Table 8: National Demographic Profile for Those Who Formally Reported Experience With a Workplace Violation

		Formally reported	Did not report
		A	B
Education	College graduate or higher	26%	39%
			A
	Some college or vocational	37%	29%
		B	
	High school or less	37%	33%
Race and Ethnicity	White	63%	72%
			A
	African American	13%	9%
	Asian	3%	6%
	Hispanic	20%	13%
		B	
Work Type	Blue collar	68%	51%
		B	
	White collar	32%	49%
			A
Union Membership	Union	20%	19%
	Non-union	80%	81%
Work	Government	18%	22%
	Private company	57%	56%
	Non-profit/Other	23%	20%
Management	Non-management	58%	68%
			A
	Management	42%	31%
		B	
Gender	Male	59%	53%
	Female	41%	47%
Tenure	Less than 1 year on job	15%	12%
	1 year but less than 5 years on the job	31%	32%
	More than 5 years on the job	54%	55%

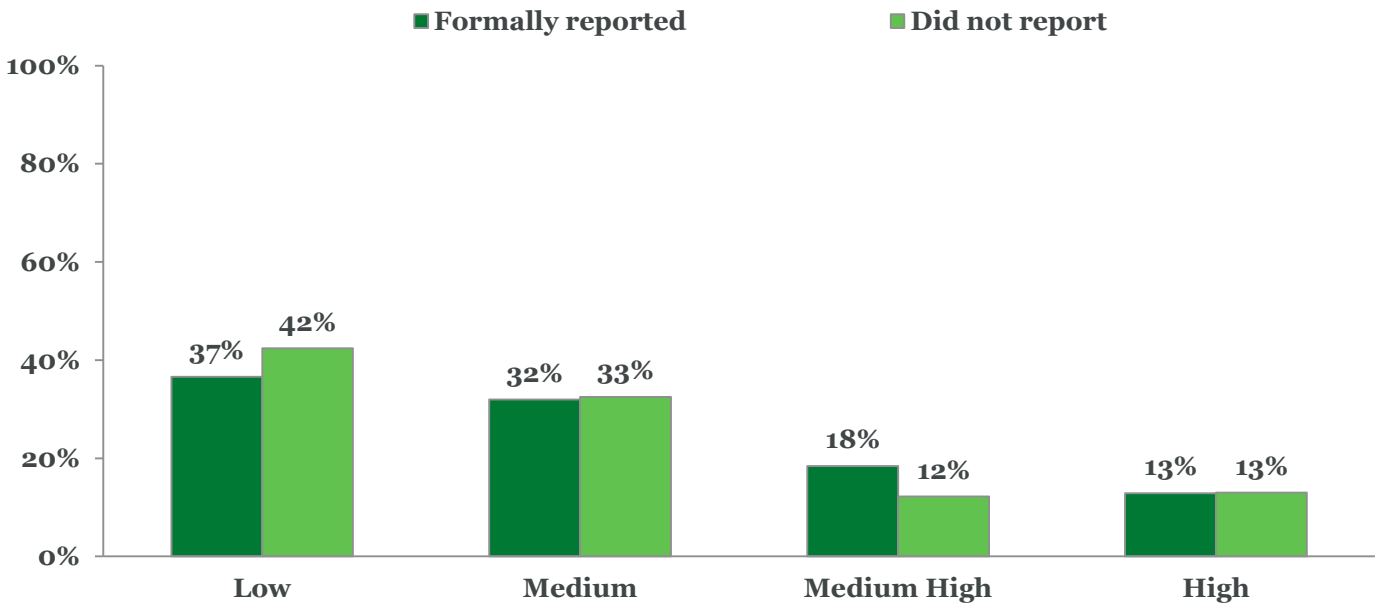
Table 8: National Demographic Profile for Those Who Formally Reported Experience With a Workplace Violation

		Formally reported	Did not report
		A	B
Pay	Salary	26%	34%
			A
	Hourly	70%	57%
		B	
	By unit of production	2%	6%
	Daily	2%	2%
Income	Under $20,000	17%	15%
	$20,000 - $29,999	16%	17%
	$30,000 - $39,999	13%	15%
	$40,000 - $49,999	14%	14%
	$50,000 - $74,999	23%	21%
		B	
	$75,000 - $99,999	10%	10%
	$100,000 or more	8%	9%

**Letters denote statistically significant difference across noted columns. Differences are statistically significant at the 95% confidence interval.*

Previous reporting behavior did not appear to have a major impact on WRAAK. The only significant difference found was that workers who had formally reported a previous violation were more likely to have medium high WRAAK (18%) than those who did not (12%).

Figure 17: WRAAK Levels and Formal Reporting of a Workplace Violation



4.5 FUTURE REPORTING

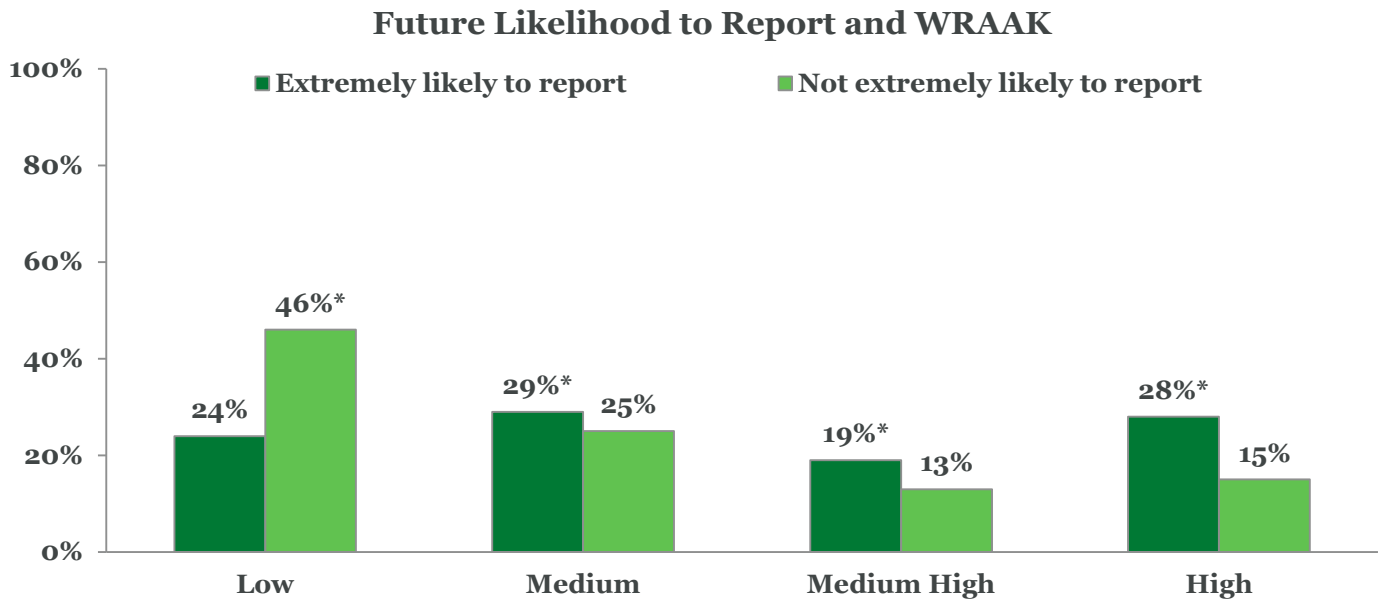
Overall, working adults were much more likely to say they would report future health and safety violations than wage and hour violations. Eighty-five percent of workers would be extremely likely to report a very serious health or safety risk, with a similar number (84%) being likely to report if they were sick or injured on the job. Looking at wage and hour infractions, workers appeared most likely to report a future violation when it affects their overtime pay. Sixty-six percent would be extremely likely to report not being paid overtime, with that number falling to 58% for those who are required to work through a break without pay.

Figure 18: Likelihood to Report a Future Workplace Violation

In the future, how likely would you be to raise your concern to your supervisor or employer if each of the following happened? Use a five-point scale, where 5 is extremely likely and 1 is not at all likely

Overall, workers with lower WRAAK were less likely to say they would report future violations. This was most significant among workers with low WRAAK. Of those with low WRAAK, 24% would be extremely likely to report a future violation versus 46% who would not.

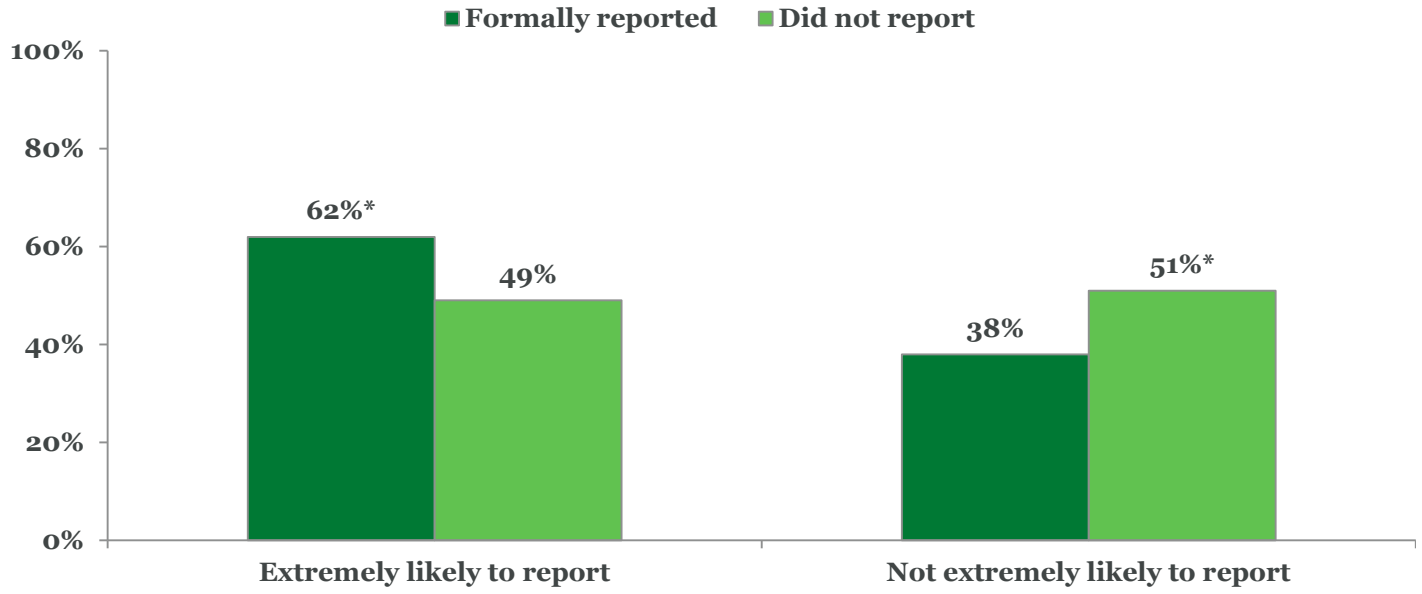
Figure 19: WRAAK Levels and Likelihood to Report a Future Workplace Violation



**Denotes significant difference at the 95% confidence interval*

Reporting a previous violation also had an impact on a worker's likelihood to report violations in the future. Workers who had formally reported a violation in the past (62%) were significantly more likely to say that they will report future violations than those who had not formally reported a previous violation (49%).

Figure 20: Likelihood to Report a Future Workplace Violation by Past Reporting



**Denotes significant difference at the 95% confidence interval*

5.0 PREDICTORS OF HIGH WRAAK

A variety of factors can contribute to an individual being classified in the high WRAAK category. This study examined a number of factors, such as experience with a workplace violation, employer education, access to information, as well as a variety of demographic variables to distinguish what, if any, are predictive of an individual having high WRAAK.

Using multivariate logistic regressions, odds ratios were calculated to determine the contribution, all things being equal, that a number of workplace factors and demographic variables were associated with having high WRAAK. The ratios described how much a given variable increases or decreases the likelihood of being classified as high WRAAK while holding all other measured variables constant.

The variables associated with having high WRAAK were:

- Experience with a workplace violation
- Education
- Pay type
- Income
- Overall company size

The odds of being classified as high WRAAK if an individual did not have experience with a workplace violation were 2.33 times the odds of being classified as high WRAAK if a person had experience with a violation. The frequency of employer-provided education also had an impact on predicting high WRAAK. Individuals educated on a regular basis and educated on an as needed basis had 3.21 and 1.99 times the odds, respectively, of being classified as high WRAAK as those who received no education at all. Individuals who worked for a very small company (fewer than 25 employees) had 2.58 times the odds of being high WRAAK than those who worked for a large company (more than 500 employees).

The demographic variables associated with high WRAAK were pay type and income. Individuals making $100,000 or more had 1.69 times the odds of being classified as high WRAAK as individuals making $40,000 - $49,999. Similarly, individuals making $100,000 or more had 1.59 times the odds of being classified as high WRAAK as those making between $50,000 - $74,999 and $74,000 - $99,999. It is interesting to note that individuals making less than $20,000 and those making $20,000 - $29,999 were on average 1.92 and 1.75 times the odds, respectively, of being classified as high WRAAK as those making between $30,000 - $99,999. Table 9 lists all of the variables associated with having high WRAAK.

Table 9: Predictors of High WRAAK

Predictors for Having High WRAAK	Odds Ratio
Experience vs. No Experience	2.33
Educated on a regular basis vs. Not at all educated	3.21
Educated on a regular basis vs. Educated as needed	1.62
Educated on a regular basis vs. Educated when training new employee	2.71
Educated as needed vs. Educated when training new employee	1.68
Educated on an as needed basis vs. Not at all educated	1.99
Paid salary vs. Paid hourly	2.01
Income $100,000 plus vs. Income $40,000 - $49,999	1.69
Income $100,000 plus vs. Income $50,000 - $74,999	1.59
Income $100,000 plus vs. Income $75,000 - $99,999	1.59
Income $20,000 - $29,999 vs. Income $30,000 - $39,999	1.76
Income $20,000 - $29,999 vs. Income $40,000 - $49,999	2.04
Income $20,000 - $29,999 vs. Income $50,000 - $74,999	1.92
Income $20,000 - $29,999 vs. Income $75,000 - $99,999	1.93
Income less than $20,000 vs. Income $30,000 - $39,999	1.61
Income less than $20,000 vs. Income $40,000 - $49,999	1.87
Income less than $20,000 vs. Income $50,000 - $74,999	1.76
Income less than $20,000 vs. Income $75,000 - $99,999	1.76
Company size very small vs. Company size large	2.58
Company size very small vs. Company size medium	2.39
Company size very small vs. Company size small	1.89